PROBLEM SOLVING (GRIEVANCE) PROCEDURE

1. Students with a problem should first bring this matter to the instructor's attention. The instructor shall resolve the issue or refer the matter to the Student Success Coach. Students will be provided contact information for the Student Success Coach prior to the beginning of class, and the Student Success Coach will be accessible on-site for student needs.

2. If a student is dissatisfied with both the instructor's resolution and the Student Success Coach resolution, or if no resolution is reached, the student may contact the Senior Manager of Education & Training or the Manager of Operations via phone, in person, or in writing who will address the problem within five (5) working days. If a student is dissatisfied with the Manager's resolution, or if no resolution is reached, the student may contact the Director of Goodwill Academy & Career Services via phone, in person, or in writing who will address the problem within five (5) working days.

3. If satisfactory resolution is not reached, the Chief Mission Officer of Mission Services will have final authority to resolve the problem within the Goodwill organization. Should the problem not be resolved through the organization, the student may write or call:

Texas Workforce Commission
Career Schools & Colleges
101 East 15th St, Room 226T
Austin, TX 78778-0001
(512) 936-3100

GOODWILL ACADEMY & CAREER SERVICES GRIEVANCE PROCEDURE CONTACT INFORMATION:

Name	Title	Phone	Email
Christine Urdialez	Director of Goodwill Academy & Career Services	210-924-8581	curdialez@Goodwillsa.org
Angelique De Oliveira	Chief Mission Services Officer	210-924-8581	adeoliveria@Goodwillsa.org