

Student Complaint Policy

DigitalCrafts views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person who has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To make sure everyone at DigitalCrafts knows what to do if a complaint is received
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired in a timely manner

How to File a Complaint

A complaint can be filed verbally, by phone, by email or in writing. Complaints can be filed at any point while enrolled and for a 52-week period after leaving DigitalCrafts. Once a complaint has been received, DigitalCrafts will provide a response within 48 hours to the complainant detailing next steps to resolve the complaint at hand. All resolutions can be appealed to the State of Texas Workforce Commission (TWC).

DigitalCrafts, LLC

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hello@digitalcrafts.com

Texas Workforce Commission

Career Schools & Colleges,

Room 226T

101 East 15th Street
Austin, Texas 78778-0001
(512) 936-6959
<http://csc.twc.state.tx.us/>

School Credentials

DigitalCrafts is approved has a Certificate of Approval by TWC and is assigned the school #S5044.

Adopted on:.....September 1, 2016

Last reviewed:..... September 1, 2018