

Grievance Procedure

Students are encouraged to seek assistance with a complaint or grievance with their primary instructor first. If the complaint is not resolved, the student must submit the complaint in writing to the Center Director; the complaint should describe the specific allegations, the desired outcome, and include evidence or documentation. The Center Director in consultation with the Regional Director will issue a written response within 10 business days.

In the event their complaint or grievance is not resolved to the student's satisfaction, the student may address their complaint or grievance to Corporate Administration using the following procedure:

1. Use the following link to file a complaint or grievance:
<https://cetweb.edu/contact-us/>
2. Complete the contact information;
3. Describe the complaint or grievance, and
4. Click on the "Send" box.

In completing the student complaint or grievance information, the student must describe the specific allegations, the desired outcome, and include evidence or documentation.

The Human Resources Director and Regional Director will receive the complaint or grievance and will notify all parties involved of the receipt and nature of the complaint or grievance within three business days.

Upon submittal, the Student will be contacted within 10 business days.

The final determination will be made within 45 business days from the initial filing date. Based on the nature of the complaint or grievance, the due process for resolution may be extended but shall not exceed 90 days. The decision of the Human Resources Director and Regional Director shall be final and must contain an explanation of how and why the decision was made.

When solutions from the CET Regional and Human Resources Directors have been exhausted without satisfaction, the student has the option to submit a grievance to the appropriate state, federal, and accreditation agencies listed in the table below:

In California:	
<p>Bureau for Private Postsecondary Education 2535 Capitol Oaks Drive, Ste. 400 Sacramento, CA 95833 Phone: (888) 370-7589 Fax: (916) 263-1897 Website: www.bppe.ca.gov http://www.bppe.ca.gov/enforcement/complaint.shtml</p> <p>Mailing Address: P.O. Box 980818 West Sacramento, CA 95798-0818</p>	

Proceso de Resolución de Quejas

Se les recomienda a los estudiantes recurrir primero con su Instructor para resolver una queja o reclamo. Si la queja o reclamo no se resuelve, el estudiante debe someter la queja o reclamo por escrito al Director del Centro. La queja debe detallar las alegaciones claramente, el resultado deseado, y debe incluir pruebas o documentación para respaldar su caso. El Director del Centro en consulta con el Director Regional emitirá su respuesta por escrito dentro de 10 días hábiles.

Si el estudiante no está satisfecho con la resolución de la queja o reclamo, el estudiante puede dirigir su queja a la Administración Corporativa por medio del siguiente proceso:

1. Utilice el siguiente enlace para presentar un Reclamo o Queja:
<http://cetweb.edu/contact-us/>
2. Complete la información de contacto;
3. Describa el reclamo o queja, y
4. Seleccione el botón "Send."

Al completar la información sobre la queja o reclamo, el estudiante debe describir las alegaciones detalladamente, el resultado deseado, e incluir pruebas o documentación de respaldo.

El Director Regional y el Director de Recursos Humanos recibirán la queja y notificarán a todas partes implicadas de haber recibido la queja y la naturaleza de la queja dentro de tres días hábiles.

Al presentarse la queja, se establecerá comunicación con el estudiante dentro de 10 días hábiles.

La determinación final se hará dentro de 45 días hábiles de la fecha de la presentación inicial. Dependiendo de la naturaleza de la queja o el reclamo, el proceso debido para la resolución puede extenderse, pero no excederá de 90 días hábiles. La decisión de la Administración Regional y del Director de Recursos Humanos de CET será definitiva y deberá contener una explicación de cómo y por qué se tomó la decisión.

Cuando se hayan agotado los recursos de la Administración Regional y de la Administración de Recursos Humanos sin resolución satisfactoria, el estudiante tiene la opción de presentar una queja formal a las agencias estatales, federales, y de acreditación correspondientes nombrados en la gráfica siguiente:

In Texas:	In Virginia:
Texas Workforce Commission Career Schools and Colleges, Room 226T 101 E. 15th Street, Austin, TX 78778-001 Phone: (512) 936-3100 Website: http://csc.twc.state.tx.us	State Council of Higher Education for Virginia 101 N. 14th St., 9th Floor James Monroe Bldg. Richmond, VA 23219 Phone: (804) 371-2285 Website: http://www.schev.edu
If tuition is paid by U.S. Department of Labor, Student Complainant may file an appeal to:	
Equal Opportunity Officer Center for Employment Training 701 Vine Street, San Jose, CA 95110 Phone: (408) 287-7924 Email: ygalindo@cet2000.org	Or Director, Civil Rights Center (CRC) U.S. Department of Labor 200 Constitution Avenue NW, Room N-4123 Washington, DC 20210
If tuition paid by Workforce Investment Act (WIA) Title I funds, Student Complainant may file an appeal to:	
Yvette Galindo Equal Opportunity Officer Center for Employment Training 701 Vine Street, San Jose, CA 95110 Phone: (408) 287-7924 Email: ygalindo@cet2000.org	Or Director, Civil Rights Center (CRC) U.S. Department of Labor 200 Constitution Avenue NW, Room N-4123 Washington, DC 20210
For Section 167 Programs:	For all DOL Programs:
San Francisco Regional Office Regional Administrator – Region VI Employment and Training Administration U. S. Department of Labor 90 7th Street, Ste. 17-300 San Francisco, CA 94103	Office of Inspector General United States Department of Labor 200 Constitution Avenue, N.W., Room S-5506 Washington, D.C. 20210 Fax to (202) 693-5210 website: www.oig.dol.gov/hotnet1.htm
For Dislocated Worker Programs:	
Ms. Marina Tapia, Project Analyst La Cooperativa Campesina de California 1107-9th St, Ste. 420 Sacramento, CA 95814 (916) 388-2224	Or Yvette Galindo Equal Opportunity Officer Center for Employment Training 701 Vine St., San Jose, CA 95110 Phone: (408) 287-7924 Email: ygalindo@cet2000.org
When local or federal remedies have been exhausted, student may file an appeal to:	
Council on Occupational Education 7840 Roswell Road, Bldg. 300, Suite 325 Atlanta, GA 30350 Phone: (800) 917-2081 Website: www.council.org	