



Disputes and Complaints

Resolution of Disputes

HandsOn Therapy recognizes that any dispute that may arise between a student and the school should be resolved as quickly and amicably as possible. The initial attempt to resolve any dispute will be in accordance to the Grievance Procedure as stated in the school catalogue. If the dispute cannot be resolved through the Grievance Procedure, then the dispute shall be resolved by binding arbitration. (Arbitration is the referral of a dispute to one or more impartial persons for a final and binding determination and is designed for a quick, practical and inexpensive resolution of claims.)

Complaint Procedures

All student grievances shall be taken seriously and every effort shall be made to resolve the grievance. All grievances must be filed in a written statement to the School Director. A written response will be received by the student within five working days. All discussions shall be held in private. If a grievance or complaint is not resolved to the satisfaction of the student, the School Director's decision shall be final. If a grievance is still not resolved, the student may contact the Texas Department of Health.

**Texas Department of State Health Services
Massage Therapy Licensing Program
MC 1982, PO Box 149347
Austin, TX 78714-9347
(512) 834-6616**

As a school accredited by the Accrediting Commission of Career Schools and Colleges of Technology (ACCSC), HandsOn Therapy must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints considered by the Commission must be in written form, with permission from the complainant for the Commission to forward a copy of the complaint to the College for a response. The Commission will keep the complainant informed as to the status of the complaint, as well as the final resolution. Please direct all inquiries to :

**Accrediting Commission of Career Schools and Colleges of Technology
2101 Wilson Boulevard, Suite 302
Arlington, VA 22201
(703) 247-4212**

A copy of the Commission's Complaint Form is available at the school and may be obtained by contacting the business office.