Guidelines on Military Affiliated Student Complaint Process

Internal Policy 01.05

PURPOSE: The purpose of this Texas Tech University Health Sciences Center (TTUHSC) Veterans Resource Center (VRC) policy is to ensure student awareness of processes regarding the submission of complaints.

REVIEW: The policy will be reviewed by May 1 of each year by the Director of the Veterans Resource Center and the Assistant Provost for Student Affairs by May 15th.

POLICY/PROCEDURE

1. Policy.

   Military affiliated students enrolled at TTUHSC may submit feedback or complaints regarding the institutions failure to follow the Principles of Excellence or report other misleading or unfair actions. Examples of the types of educational related complaints that may be reviewed include: quality of education, financial issues, recruiting and marketing practices, refund or collection issues, and others.

2. Procedure.

   Students can take the following actions to submit feedback or complaints:

   1. Military Tuition Assistance (TA) or Military Spouse Career Advancement Accounts (MyCAA) Scholarship program - Department of Defense Postsecondary Education Complaint System.

   2. GI Bill® benefits - GI Bill® School Feedback Tool.

   3. Federal financial aid, such as Pell Grants and federal loans - Department of Education.

   4. Private student loans – Consumer Financial Protection Bureau

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government website.