



The mission of CTK Healthcare and Career Institute is to offer quality professional trainings in Healthcare, Information Technology and Business related disciplines.

Grievances/Complaint Resolution Policy

Objective: In order for excellence to fulfill its mission to serve the education needs of the students as per the mission statement, CTK establish and implement its well-established Grievances policy, to resolve the student's Grievances matters.

Responsible person: The responsibility to resolve this issue finally goes on the shoulder of its Director.

The outline of activities

1. If you are or were recently a student of CTK Healthcare and Career Institute (licensed by the Texas Workforce Commission) and are having a problem with the school, you should first attempt to get the school to address your concerns, following the "Grievance" or "Complaints" policy explained below. If your problem is not resolved, you may file a complaint with Career Schools and Colleges.
2. Any student complaint must be discussed or directed to the Instructor following the appropriate chain of commands. This complaint must be in writing. If the student and the Instructor or Program Director cannot come to an agreement, the complaint must be presented to the School Administrator to resolve. Student may choose to email the school Administrator directly at prempuga@gmail.com or call 940-594-8910 with complaint. Students are advised to direct an unresolved grievance to: (This policy is reviewed annually by advisory board and/or by staff meeting annually, and revised as needed)

Dr Prem Adhikari

Director, CTK healthcare & Career Institute

3455 N Beltline Rd Ste # 203, Irving, TX

ctkhealthcare@gmail.com

Ph # 940-594-8910

Texas Workforce Commission

Career Schools and Colleges

101 East 15th Street

Austin, Texas 78778-0001

OR

Council on Occupational Education

7840 Roswell Road

Building 300, Suite 325

Atlanta, GA, 30350