

Grievance Procedure

MTEI-Houston has a Certificate of Approval from the Texas Workforce Commission (TWC).

The school's program is approved by TWC, accredited by Montessori Accreditation Commission for Teacher Education (MACTE), and affiliated by the American Montessori Society (AMS).

Students must address their concerns about this school or its educational program by following the grievance process outlined in the school's catalog. If, as a student, you are not provided with this information, please inform school management.

MTEI-Houston School Policy Regarding Complaints

The program supports a commitment to integrity and ethical practices on the part of all participants. In case of conflict, the procedure is as follows:

- A. The student contacts the instructor and explains the complaint.
- B. A complaint that is not resolved after an initial verbal contact should then be stated in writing and submitted to the Director/Coordinator of the Teacher Training Center. An arbitration committee is appointed by the Director consisting of the Director, a staff member, a student representative, and a student teaching site administrator.
- C. If the complaint is not resolved at this level, the student may submit the complaint in writing to

Richard Ungerer, Executive Director

116 East 16th Street
New York, NY 10003-2163
ams@amshq.org

- D. If the complaint is not resolved at this level, the student may mail the complaint to

Texas Workforce Commission

Career Schools and Colleges
101 E. 15th St.
Austin, TX 78778-0001

Our TWC assigned school number is S0668. Information on filing a complaint with TWC can be found on its Career Schools and Colleges website at www.texasworkforce.org/careerschoolstudents.

- E. If the complaint is not resolved at this level, the student may mail the complaint to

MACTE

Rebecca Pelton, Executive Director
420 Park Street
Charlottesville, VA 22902
434-202-7793 ▪ www.macte.org