



---

## NOTICE

### Student Complaint Policy

Dear Students:

**This school has a Certificate of Approval from the Texas Workforce Commission (TWC). The TWC-Assigned school number is: S2833.**

Rio Grande Valley College is approved and regulated by the Texas Workforce Commission Career Schools and Colleges 101 East 15<sup>th</sup> Street, Austin, Texas 78778-0001.

The Texas Board of Nursing 333 Guadalupe Suite 3-460, Austin TX 78701-3944 and the Texas Workforce Commission Career Schools and Colleges jointly approve and regulate Vocational Nursing and the Nursing - Associate of Applied Science Programs.

Rio Grande Valley College is authorized to grant associate degrees, grant credits toward degrees and to use certain protected academic terms from the Texas Higher Education Coordinating Board (THECB) 1200 E. Anderson Lane, Austin TX 78752. Authority for this exemption is based on the institution's accreditation with ABHES.

Rio Grande Valley College is institutionally accredited by the Accrediting Bureau of Health Education Schools (ABHES) located at 6116 Executive Boulevard, Suite 730, North Bethesda MD 20852, Tel. (703)917-9503 Fax (703)917-4109.

The Pharmacy Technician Program is jointly accredited by the American Society of Health-System Pharmacists 4500 East West Highway, Suite 900, Bethesda MD 20814 866.279.0681 and ABHES.

The Physical Therapist Assistant program at Rio Grande Valley College is accredited by the Commission on Accreditation in Physical Therapy Education, 3030 Potomac Ave., Suite 100, Alexandria, Virginia 22305-3085; telephone: 703-706-3245; email: [accreditation@apta.org](mailto:accreditation@apta.org); website: <http://www.captionline.org>. If needing to contact the program/institution directly, please call 956-781-6800 Ext. 515 or email [mgatling@rgvcollege.edu](mailto:mgatling@rgvcollege.edu).

Rio Grande Valley College is approved by the US Department of Education and is eligible to participate in Federal Student Aid Programs.

Rio Grande Valley College has a Certificate of Authorization to operate degree programs from the Texas Higher Education Coordinating Board. Authority for this exemption is based on the institution's accreditation with ABHES.

**Students must address their concerns about this school or any of its educational programs by following the grievance process outlined in the school's catalog.** A copy of the school catalog is given to all students during the enrollment process. Documentation confirming that all students received a copy of the school catalog which includes the grievance procedures is located in the student file. If, as a student, you were not provided with this information, please inform school management.

Students dissatisfied with this school's response to their complaint or who are not able to file a complaint with school, can file a formal complaint with TWC, as well as with other relevant agencies or creditors, if applicable.

**Information on filing a complaint with TWC can be found on TWC's Career Schools and Colleges Website at <https://www.twc.texas.gov/programs/career-schools-colleges/students>**

**Information on filing a complaint with the Texas Higher Education Coordinating Board by completing and uploading an online PDF format by accessing:**

<https://www1.theccb.state.tx.us/Apps/CRAFT/Home/Create>

Complaint may be uploaded via the ABHES complaint system at <https://complaintsabhес.com>. The complaint should include a narrative section filled out for each complaint type and have attached any supporting documentation.

Accrediting Bureau of Health Education Schools  
6116 Executive Boulevard, Suite 730  
North Bethesda, MD 20852  
(703) 917-9503  
[www.abhes.org](http://www.abhes.org)

**"There's Greatness Within You"**