



TEXAS TECH UNIVERSITY
HEALTH SCIENCES CENTER

Veterans Resource Center

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](#).