



Transportation Guidance & Assistance Truck Driving School  
1115 S. Taylor Ave Montebello, CA 90640  
[www.CAtruckschool.com](http://www.CAtruckschool.com)

## COMPLAINT/GRIEVANCES PROCEDURE

Every student has the right to file a grievance. If a student believes a School official, faculty member, administrator or student has acted improperly or inconsistently with TGA Truck Driving School policies and/or procedures, the student may file a grievance. This may include, but is not limited to, misapplication or misinterpretation of policy, procedures, practices, unfair treatment or conduct, etc. All grievances must be filed within 30 days of the incident. You may email your grievance to [pdeleon@catruckschool.com](mailto:pdeleon@catruckschool.com) or submit a written letter to the school Director.

The Grievance Policy and Procedures is designed to support and foster a fair, objective, respectful and ethical set of policies and procedures for resolution of disputes. The policies and procedures are designed to provide students with a process in which to protect the School and its students. Students, faculty or administrators who submit or support a filed grievance may not be subjected to retaliation. Incidents of retaliation should be immediately reported to the School Director.

Frivolous or malicious grievances and matters that have been or are in litigation will not be reviewed/considered. Any person(s) submitting a frivolous or malicious grievance will be referred to the School Director for possible disciplinary action.

### PRIOR TO SUBMITTING A FORMAL GRIEVANCE

Prior to submitting a formal grievance, student/grievant is encouraged to attempt a good faith resolution with the individual(s) at whom the grievance is directed. The School believes that most grievances can and will be resolved through this informal process.

Step 1: Discuss the issue with the individual(s). Every attempt should be made by both the student and individual(s) to resolve the matter at this level.

Step 2: If not resolved through Step 1, unresolved issues should be informally discussed/submitted in writing to the School Director.

If dissatisfied with the response or solution, a student may submit a written grievance, along with all grievance documents, to the School Director.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling 888.370.7589 or by completing a complaint form, which can be obtained on the bureau's internet website: [www.bppe.ca.gov](http://www.bppe.ca.gov).