Student Complaints & Grievances

S & R Truck Driving Institute is committed to maintaining a fair, professional, and transparent learning environment.

Informal Resolution

Students are encouraged to first attempt resolution of concerns directly with the instructor or appropriate institutional representative whenever reasonably possible.

Formal Complaint

If a concern remains unresolved, the student may submit a written complaint to the Director or designated institutional representative.

The complaint should include:

- Student's name and contact information
- Description of the concern
- Relevant supporting documentation, when applicable

SRTDI will review complaints in accordance with its published grievance procedures and institutional policy.

Students should consult the current SRTDI Student Catalog for the complete Student Complaint Policy and Procedure, including applicable review and appeal procedures.

External Complaint Information

If a complaint is not resolved through institutional procedures, students may contact:

Texas Workforce Commission
Career Schools & Colleges
101 East 15th Street
Austin, Texas 78778-0001
Phone: (512) 936-3100

Additional complaint information and applicable external complaint procedures are provided in the current SRTDI Student Catalog.