

Program Integrity Complaint Process

West Georgia Technical College desires to resolve student grievances, complaints and concerns in an expeditious, fair and amicable manner. If an issue arises, first contact the perspective office which the issue is concerning. For example, an issue with the application process should be directed to the campus enrollment center or an issue with an instructor should be directed to the campus academic office. If you are unable to obtain contact or a resolution locally, please contact the WGTC Customer Care Center at WeCare@westgatech.edu. Other methods of contacting Customer Care are below:

Four Ways to Reach the Customer Care Center

Information Form <https://form.jotform.com/12714135717>

(use this method for best results)

Email WeCare@westgatech.edu

Phone or Fax Phone: 1-855-606-2878
Fax: 770-824-5224

Mail West Georgia Technical College
Attn: Customer Care Center 176
Murphy Campus Blvd
Waco, GA 30182

If a resolution is not reached at the institution level, or if you believe that the nature of the complaint or its impact on the system as a whole warrants an immediate review by the Technical College System of Georgia (TCSG) administration, please submit a TCSG Program Integrity Complaint Form at <https://tcsgeu/about-tcsg/system-office-services/office-of-technical-education/program-integrity-complaint-form/> or call 404.679.1692.

Students residing outside of the State of Georgia who are taking an online course may appeal to the Georgia Nonpublic Postsecondary Education Commission (GNPEC) at <https://gnpec.georgia.gov/student-resources/student-complaints/gnpec-student-complaint-rules> if the institution's and TCSG's resolution is not satisfactory; however, please note that the Commission will not investigate a complaint unless the student has exhausted all available grievance procedures outlined by the institution. GNPEC does not resolve complaints about student grades and student conduct violations. These complaints fall under the jurisdiction of institutional policy.