

**Office for Career and Technical Schools**  
**Catalog/Brochure, Student Complaint Process, and**  
**Code of Conduct Requirements**

- *Upload institutional catalog, brochure, complaint process, and code of conduct for review.*
  - **Catalog/Brochure:**
    - A copy of the catalog or brochure that students receive and is used for advertising.
    - Changes made to the catalog or brochure are clearly outlined for review by OCTS staff.
  - **Complaint process:**
    - A procedure by which students can file a complaint with the school administrator.
    - A statement informing students that they can file a formal complaint with OCTS if the issue is not resolved.
    - Signature space for student to sign and date their acknowledgement of the complaint process.
  - **Student Code of Conduct:**
    - Include all behavior and/or actions that will result in dismissal.
    - Provide a space on the document for the students to sign and date acknowledging they understand the code of conduct.



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