Thomas Aquinas College has long held that relatively informal procedures are best for a small community. Consequently, the procedure for lodging complaints is rather simple. The student who wishes to complain about a matter is to address the appropriate official either in writing (which is preferable) or orally.

**Academic Matters**
For academic matters, such as grades or a recording error, see the College’s *Satisfactory Academic Progress Policy* for details regarding the appropriate process for lodging a complaint or making a request. Other complaints regarding academic matters should be addressed to the Dean.

**Discrimination Concerns**
For matters of discrimination on the basis of race, color, national origin, sex, disability, or age in its programs and activities, see the College’s *Non-Discrimination Policy / Anti-Harassment Policy / Title IX Coordinator* document for details regarding the appropriate process for lodging a complaint.

**Sexual Harassment or Assault**
For matters of sexual harassment or assault, see the College’s *Non-Discrimination Policy / Anti-Harassment Policy / Title IX Coordinator* document or the *Campus Security and Fire Safety Report* for details regarding the appropriate process for lodging a complaint or reporting an incident.

**Student Life**
Other complaints regarding student life on campus should be addressed to the Assistant Dean for Student Affairs.

**Further Recourse**
Students are encouraged, but not required, to first utilize the institutional complaint process for lodging a complaint. See the information given above for directions on how to address a complaint to the appropriate college official.

An individual may lodge a complaint with the College’s accreditor, the Western Association of Schools and Colleges. The accreditor can be contacted at:

Western Association of Schools and Colleges
Accrediting Commission for Senior Colleges and Universities
985 Atlantic Avenue, Suite 100
Alameda CA 94501
E-mail: wasc@wascsenior.org
FAX: (510) 995-1477

Finally, an individual may contact the Bureau for Private Postsecondary Education for review of a complaint. The Bureau may be contacted at:
The Bureau may refer any complaint it receives related to the College, including any complaints related to institutional policies or procedures, or both, as determined by the Bureau, to the College, the accrediting agency, or another appropriate entity for resolution. The Bureau shall notify both the complainant and the College of any such referral. The Bureau shall retain the ability and responsibility to determine whether a referred complaint remains pending or has been resolved.