



# COMPLAINT PROCESS

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The student who wishes to complain about a matter is to address the appropriate official either in writing (which is preferable) or orally. The information below shows how to find the proper way to address a complaint.

**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.

**Student Life:** Complaints regarding student life should be addressed to the Assistant Dean for Student Affairs.

**Further Recourse :** Students are encouraged 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](mailto: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:

Bureau for Private Postsecondary Education  
2535 Capitol Oaks Drive, Suite 400  
Sacramento, CA 95833  
Website: <http://www.bppe.ca.gov>  
Telephone: (916) 431-6924  
FAX: (916) 263-1897

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 will retain the ability and responsibility to determine whether a referred complaint remains pending or has been resolved.