

Cuyamaca College Complaint Procedures

There are established procedures for resolving complaints from not only prospective and current students, but also community members. For example, as a standard practice, the first step should be to seek a resolution at the local level with the appropriate department. If the complainant does not feel that the issue has been solved at this level to his or her satisfaction, the complainant is able to pursue the matter through the established chain of command. The process must be clearly stated and in compliance with Federal regulation (HEA Title 1V, CFR, Sections 600.9 and 668.4 (3) (b) since all Title 1V eligible institutions must not only have, but also state its administered complaint process.

Process for Submitting All Types of Complaints by Prospective and Current Students:

- Send an email to the department supervisor detailing a summary of the problem, including the steps taken to resolve the issue, and the desired outcome. If, after meeting with the department supervisor, you are not satisfied with the outcome, contact the Administrator of the appropriate Department or Division. If, after meeting with the Administrator of the appropriate Department or Division, you are not satisfied with the outcome and have taken the appropriate steps to resolve the matter through the established chain of command, contact the Vice President of that Division.

Process for Submitting All Types of Complaints by Community Members:

- Send an email, detailing a summary of the problem, including the steps taken to resolve the issue and the desired outcome to the Vice President of Administrative Services, Vice President of Instruction, the Vice President of Student Services, or the College President.

Process for Submitting Unresolved Complaints from Prospective Students, Current Students, and/or Community Members to the State Level:

- Although it is our goal to resolve complaints at the campus level, there may be times when a complainant is not satisfied with the outcome. In these situations, the complainant is encouraged to contact the California Community Colleges Chancellor's Office. The form to submit your complaint can be found at <http://californiacommunitycolleges.cccco.edu/ComplaintsForm.aspx>. There is a separate link for discrimination complaints.

Process for Submitting Discrimination Complaints:

- If you are submitting a complaint that pertains to unlawful discrimination, you can submit the complaint to the California Community Colleges Chancellor's Office website at <http://www.cccco.edu/ChancellorsOffice/Divisions/Legal/Discrimination/tabid/294/Default.aspx>

Process for Submitting Accreditation Complaints:

If you are submitting a complaint that pertains to the institution's compliance with academic program quality and accrediting standards, please submit the information to the Accrediting Commission for Community and Junior Colleges (ACCJC), which accredits the academic programs of the California Community Colleges. The link to submit your complaint can be found at <http://www.accjc.org/complaint-process>

(Nothing in this disclosure should be construed to limit any right you may have to take civil or criminal legal action to resolve your complaints.)