COMPLAINT PROCESS NOTICE

Most complaints, grievances or disciplinary matters should be resolved at the campus level. This is the quickest and most successful way of resolving issues involving a California Community College (CCC). You are encouraged to work through the campus complaint process first before escalating issues to any of the following resources. Issues that are not resolved at the campus level may be presented:

- To the Accrediting Commission for Community and Junior Colleges (ACCJC) at http://www.accjc.org/complaint-process if your complaint is associated with the institution's compliance with academic program quality and accrediting standards. ACCJC is the agency that accredits the academic programs of the California Community Colleges.

- To the CCC Chancellor's Office by completing the web form below if your complaint does not concern CCC's compliance with academic program quality and accrediting standards.
- If your complaint involves unlawful discrimination, to the Chancellor's Office website at http://www.cccco.edu/ChancellorsOffice/Divisions/Legal/Discrimination/tabid/294/Default.aspx

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

The California Community Colleges Chancellor's Office (CCCCO) has provided this disclosure to you in compliance with the requirements of the Higher Education Act of 1965, as amended, as regulated in CFR 34, Sections 600.9 (b) (3) and 668.43(b). If anything in this disclosure is out of date, please notify the CCCCO at 1102 Q St., Sacramento, CA 95814. This disclosure was last revised on 5-09-11.

COMPLAINT FORM

I have read and understand the Complaint Process Notice, as provided above. *

☐ YES

Complaint Category:

- ☐ Academic Disputes
- ☐ Accounting/Billing
- ☐ Customer Service
- ☐ Educational Quality
- ☐ Fraud and Abuse
- ☐ Health and Safety
- ☐ Privacy
- ☐ Program Scheduling/Availability
- ☐ Other

*(Select all that apply. If you do not see a category that applies to your complaint, select "Other" and describe the issue in the **ALL DETAILS** box below)*

Have you tried resolving the issue with the college and/or district?

- ○ YES
- ○ NO

(You are encouraged to work through the campus/college/district complaint process first before escalating issues by using this Complaint Form.)

If you have tried to resolve the issue with the college or district, please provide the name of staff you have been working with:

College and/or District:

Relationship to College/District:

--- Select one ---

Do you wish to remain ANONYMOUS for this complaint?

- ○ YES
- ○ NO

*(If you desire to remain **ANONYMOUS**, you will not receive any contact follow up, even if you provide your name, phone number and/or email information below)*

Your Name:

Your phone number:

Your email:

*(If you have supporting documentation to provide, complete the "**Your email:**" box and indicate in the **ALL DETAILS** box above you have documents to supply. The individual who will be reviewing your complaint will email you and request the documents at that time)*

Please provide ALL DETAILS regarding your complaint:

**** All of theses fields are required in order to submit your complaint.***

MYFyM8

Enter the code shown above:

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