

COMPLAINT PROCESS NOTICE

Every student has the right to pursue an educational goal in an environment that is supportive, fair, and conducive to learning. It is the policy of the Mt. San Jacinto Community College District that all students who believe they have been treated unfairly or inappropriately have the right to pursue a grievance against the employee or employees alleged to have committed the unfair act or acts against the student. The college shall develop, maintain and publish procedures for students to seek redress of their grievances in a fair and timely manner. ** For a complete explanation of the process, please see pages 53 to 60 of the 2014 – 2015 College Catalog, available at <http://www.msjc.edu/Catalog/Pages/default.aspx>*

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 their [web form](#) 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).

COMPLAINT FORM

I have read and understand the complaint process.

- Yes
- No

My complaint is regarding:

- 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 Instructor/Department Chair/Dean/Employee/ Student?
Please mark all that apply.

- Instructor
- Department Chair
- Dean
- Employee
- Student
- None of the above

(You are encouraged to work with the individuals and/or their immediate supervisors 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 those you have been working with:

Campus on which the offense occurred:

- San Jacinto Campus
- Menifee Valley Campus
- San Geronio Pass Campus
- Temecula Education Complex

Relationship to College/District:

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:

Please provide ALL DETAILS regarding your complaint: (If you have supporting documentation, attach them to this form.)

***ALL of these fields are required.**

**This form MUST be turned in personally to:
The Office of the Vice President, Student Services
Building 100, Room 131
28237 La Piedra Road
Menifee, CA 92584**