

**IMPERIAL VALLEY COLLEGE
STUDENTS' COMPLAINT POLICY**

The purpose of these procedures is to provide a prompt and equitable means of resolving student complaints. A complaint is defined as an actual or supposed circumstance that adversely affects the grades, status, or rights of a student. Complaints concerning course grades are permitted to the extent that such complaints allege mistake, fraud, bad faith or incompetency as set out in Education Code Section 76224(a).

A student who contends that he/she has been treated unfairly has the right without fear of reprisal to right an alleged wrong.

INFORMAL RESOLUTION

A complaint must be initiated within twenty (20) instructional days of the alleged act or decision.

- Step 1 Discuss the problem with the individual involved or his/her counselor.
- Step 2 If a mutually satisfactory understanding has not been reached with the other person, the student may, within five (5) instructional days, present the complaint to the immediate supervisor.

The supervisor must respond orally within ten (10) instructional days of the complaint.

FORMAL RESOLUTION

- Step 3 If an informal resolution does not occur within ten (10) instructional days of the supervisor's response, a student may submit a complaint to the Vice President for Academic Services regarding academic matters or the Dean of Student Affairs and Enrollment Services regarding non-academic matters.

Students' Complaint Forms are available from: Director of Admissions, Director of Disabled Student Programs & Services, Dean of Student Affairs and Enrollment Services.

- Step 4 If a student is not satisfied with the decision made by the Vice President for Academic Services or Dean of Student Affairs and Enrollment Services, a student may request a hearing within five (5) instructional days of that decision.

A REQUEST FOR A HEARING SHALL BE FILED NO LATER THAN THIRTY (30) INSTRUCTIONAL DAYS FOLLOWING THE INITIATION OF THE COMPLAINT (STEP 2).

- Step 5 Hearing Procedures
- The appropriate committee will meet within ten (10) days of the request for a hearing.

- Step 6 Appeals
- If the student desires to appeal the Hearing Committee's recommendation, this appeal must be made in writing directly to the President/Superintendent within five (5) instructional days of the hearing.

If your complaint cannot be resolved at the campus level, you may present your issues to Accrediting Commission for Community and Junior Colleges or to the California Community College Chancellor's Office at: <http://californiacommunitycolleges.cccco.edu/ComplaintsForm.aspx>

See the Imperial Valley College Catalog for the complete policy.