



State Authorization – Complaint Process

The San Diego City, Mesa and Miramar Colleges are committed to an educational environment that is free from interference and disruption, and that fosters equity and mutual respect.

The following administrative processes are available to Individuals who believe that they have been treated unfairly or that their rights have been violated:

[BP 3100](#) – *Student Rights, Responsibilities, Campus Safety and Administrative Due Process*

1. [AP 3100.1](#) – *Student Grievance*
2. [AP 3100.2](#) – *Student Disciplinary Procedures*
3. [AP 3100.3](#) – *Honest Academic Conduct*
4. [AP 3430](#) – *Prohibition of Harassment*
5. [AP 3410](#) – *Nondiscrimination*
6. [BP 6125](#) – *Fraud Policy and Whistleblower Protection*
7. [AP 3001.2](#) – *Grade Challenge*

Most complaints, grievances or disciplinary matters should be resolved at the campus/district level. If a complaint does not fall into one of the categories above, the complaint should be addressed in writing to the college President (name, contact).

Individuals are strongly encouraged to make every attempt to resolve matters through the appropriate administrative processes. Matters that are not resolved internally may be processed by using the following agencies in the order described below.

- 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.
- If your complaint does not concern the California Community College's compliance with academic program quality and accrediting standards, you may contact the California Community College Chancellor's Office by completing the web form found [here](#).

California Residents Enrolled in an Out-of-State Online Program

In the event a California resident enrolled in an online program at a public or private nonprofit college or university that is physically located in another state believes the institution's administrative processes or educational programs are compromised, DCA should be notified.

A complaint may be filed by writing to DCA or calling DCA's Consumer Information Center (CIC) at:

California Department of Consumer Affairs
Consumer Information Center
1625 North Market Blvd., Suite N-112
Sacramento, California 95834
Telephone: (833) 942-1120
Email: dca@dca.ca.gov

More information on the process can be found on the DCA website at dca.ca.gov/consumers/complaints/oos_students.shtml