



Student Complaint and Grievance Procedure (Revised 6/23/2023)

Policy: At Campus, we believe that student satisfaction is closely tied to student success. Because of this, we will go to great lengths to resolve any issues or complaints that are brought to our attention. We encourage students to voice their concerns and we recommend the following steps for students to achieve a successful resolution to their complaint:

Step 1: Speak to staff or faculty.

Speak to the Campus staff or faculty members who you feel can immediately resolve your concern. Share your concerns and reasons for why you feel a correction of some order is necessary. If this effort is not successful or appropriate, please go to Step 2;

Step 2: Speak to the administration.

For Campus Sacramento Students:

Contact the dean of students (916-339-4338) or campus director (916-339-4371) or the Office of Student Support at studentaffairs@campus.edu and ask for their assistance in resolving your concern. If this effort does not produce a satisfactory resolution to your concern, please go to Step 3;

For Campus Scholars:

Contact your assigned Student Support Coach and/or the Office of Student Support at studentaffairs@campus.edu and ask for their assistance in resolving your concern. If this effort does not produce a satisfactory resolution to your concern, please go to Step 3;

Step 3: Submit a formal complaint.

This online form is available online at: <https://campusteaching.typeform.com/complaints>

Please submit a completed form online within (60) days of your issue or incident. Once your request is received, you will be contacted within (2) business days regarding the next steps.

Step 4 (Optional): Request a grievance hearing.

Students have the option to request a formal grievance hearing from within the student complaint form. All grievance hearings will take place virtually via video conferencing software. The grievance hearing allows a student to present their case before a panel consisting of a student, an instructor, and a Campus administrator, all of whom will have no previous connection to the incident related to the complaint and will remain impartial when reviewing the facts and reaching a decision.

A student may challenge a panel member(s) participation for cause if the student has had a previous interaction with the panel member(s) and reasonably believes that the panel member(s) cannot be impartial during the grievance hearing.

During the hearing, the student may present written evidence and call witnesses to support their grievance. In evaluating such evidence, emphasis will be placed on the interpretation and application of school and academic policy.

Hearing Outcome

The student will be notified of the outcome of their grievance in writing within (1) week of the hearing. All parties understand that the decision of the grievance hearing is final. The details of this procedure are outlined in the Grievance Committee Procedures below.

In the unlikely event that Campus is unable to resolve your complaint, the following California agencies, accreditation and approval bodies have processes available for receiving and responding to student complaints. Those listed below oversee Campus and/or have a clear understanding of specific programs and service areas offered to our students.

Students may acquire assistance from one or more of the following agencies:

For issues or complaints regarding....	Please contact...
Institutional Complaints	Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges (WASC) 428 J Street, Suite 400 Sacramento, CA 95814 P: (415) 506-0234 E: accjc@accjc.org http://www.accjc.org/complaint-process
Financial Aid or Cal Grant	California Student Aid Commission PO Box 419026 Rancho Cordova, CA 95741 http://www.csac.ca.gov
Veterans	California State Approving Agency for Veterans Affairs 1227 O Street, Suite 314 Sacramento, CA 95814 https://www.calvet.ca.gov/CSAAVE
Cosmetology Program	California Board of Barbering and Cosmetology PO Box 944226 Sacramento, CA 94244-2260 http://www.barbercosmo.ca.gov
Paralegal Program	American Bar Association 321 N. Clark Street, 19th Floor Chicago, IL 60654-7598, http://www.americanbar.org/groups/paralegals/contact_us.html
Phlebotomy Program	California Department of Health Services Lab Field Services 320 W. Fourth Street, Suite 890 Los Angeles, CA 90013 http://www.cdph.ca.gov/programs/lfs

An individual may contact the Consumer Information Division, Department of Consumer Affairs for referral of a complaint. A copy of the complaint will be provided to the United States

Department of Education, and may be referred to another entity to review, investigate, and resolve. The Department may be contacted at 1625 North Market Blvd., Suite N 112, Sacramento, CA 95843, (800) 952-5210 or dca@dca.ca.gov.

Please contact the campus director or president if you have questions or would like clarification.

Grievance Committee Procedures

Policy:

As stated above in the Student Complaint and Grievance Procedure, we realize the importance of students reaching their graduation goals. If a student is dissatisfied with any aspect of their program and is unable to resolve the issue through Campus's problem-solving procedure, the student has the option to pursue a grievance hearing.

The purpose of the grievance hearing is to address the interpretation and application of school policy. The grievance committee is composed of three individuals: one faculty member, one student, and one staff person. These individuals are selected from a pool of volunteers. Each grievance committee member shall be impartial to the issue being discussed and should not be directly associated with the student's situation.

Procedure:

The student requests a grievance hearing by submitting a written request through the student complaint form. The request must include a detailed description of the concern and the events leading up to it, copies of any supporting documentation, and the desired action or outcome of the grievance.

Unless otherwise instructed, the student is asked to continue attending all classes throughout the grievance process until the issue is resolved.

An employee at the Program Director level or above assembles the grievance committee and acts as facilitator for the hearing.

Upon receipt of the student's request for a grievance hearing, Campus will immediately designate a facilitator. The facilitator will then choose the panel for the grievance committee and coordinate a date and time to schedule the grievance hearing. The grievance hearing should be scheduled within twenty-one (21) days upon receipt of the student's request for grievance hearing.

(14) days or more prior to the grievance hearing, the facilitator will send a Notice of Hearing to the student and the related Campus employee to whom the grievance is directed towards. The Notice of Hearing shall identify the names of the grievance committee panel and shall state the time, date, and location of the grievance hearing. The grievance hearing will take place virtually via video conferencing software selected by the college. An invitation, including a link to access the session will be sent with the Notice of Hearing by the facilitator.

If the student wishes to challenge a grievance committee panel member(s) participation for cause, the student must inform the facilitator no less than (1) week prior to the hearing and include the specific reason for the challenge. If the student has a valid objectively identifiable reason to disqualify a grievance panel member(s) for cause, the facilitator shall disqualify the

panel member and immediately replace the panel member. If replacing a panel member will result in delaying the date of the grievance hearing, the facilitator shall send a Notice of Continued Hearing to all affected parties. This notice shall identify the new date, time, and virtual location of the continued grievance hearing, and panel for the grievance committee.

At least (2) days prior to the grievance hearing, the student and accused party to whom the grievance is directed towards shall submit via email to the facilitator two (2) sets of copies of all documents to be considered at the grievance hearing, and a list of all witnesses that each party intends to call at the hearing. One set of copies and the witness list will be given to the grievance hearing committee panel, and the other set of copies and witness list will be given to the other party. Any evidence or witness not disclosed or provided to the facilitator at least (2) days prior to the grievance hearing shall not be considered at the grievance hearing.

Those present at the hearing include: the student, the accused party involved in the event(s) leading to the concern, the facilitator, the committee members, and any witness as previously identified by the student and/or accused party in their respective witness list. Witnesses may only be in the virtual session when they are called to testify. If a witness is not testifying, the witness must wait outside of the virtual session in which the hearing is being held. If either the student or accused party has identified more than two (2) witnesses, the committee panel will ask each party to explain the nature of each witness's testimony. If the committee panel determines that the witness's proposed testimony is irrelevant, cumulative, or the value of the testimony is more prejudicial than probative, then the witness will be precluded from testifying and will be excused.

Upon the commencement of the hearing, either party may give an opening statement that provides the hearing committee panel with a brief overview of the events leading up to the grievance hearing and facts regarding the dispute. After the parties have provided their opening statement, the student will call their witness(es). The other party will then have an opportunity to cross-examine the student's witnesses. After the student's last witness testifies, the other party will call their witnesses. The student will then have an opportunity to cross-examine the accused party's witnesses. Once the last witness testifies, the parties will be given an opportunity to provide a brief closing argument explaining their position.

If no witnesses are called, then after opening statements, the student will give their account of the situation first. The accused party will then be given the opportunity to respond to the student's account after which the student has the opportunity to respond to the employee's comments.

The discussion is to focus only on the concern(s) noted in the written request. Additional issues or concerns will not be allowed.

The panel is allowed to ask questions and request additional information or documentation.

After all questions are answered, both the student and the accused party are to leave the session.

The committee then discusses the situation and attempts to arrive at a decision. If more information is needed, an extension may be requested.

Once a decision is reached and approved by a 2/3 vote, the committee documents the decision and gives it to the facilitator.

The facilitator notifies the student, in writing, of the decision within one week of the grievance hearing and provides him/her with a written copy.

All parties understand that the decision of the grievance hearing is to be accepted as final.