

INITIAL REVIEW

The student must present the grievance in writing to the Administrative Director. The administrator should conduct an informal investigation as warranted to resolve any factual disputes. Upon the student's request, the administrator shall appoint a student Appeal Committee of no more than three persons to conduct an investigation. The committee's conclusions shall be limited to determining and presenting facts to the administrator in a written report.

Based upon the report of the committee, if any, the administrator shall make a determination and submit his or her decision in writing to the student and to the person alleged to have caused the grievance within ten calendar days of receipt of the panel's report. The written determination shall include the reasons for the decision shall indicate the remedial action to be taken if any.

APPEAL PROCEDURES

Within ten calendar days of receipt of the administrator's decision, a student who is not satisfied with the response of the administrator after the initial review has the right and is encouraged to take the following steps:

1. Complaints should be submitted in writing and mailed or emailed to the office of Administrative Director at CalCC. Complaints received by phone will be documented, but the complainant will be requested to submit the complaint in writing.
2. The letter of complaint must contain the following:
 - a) Name and location of the institution.
 - b) A detailed description of the alleged problem(s).
 - c) The approximate date(s) that the problem(s) occurred.
 - d) The names and titles/positions of all individual(s) involved in the problem(s), including faculty, staff, and/or other students.
 - e) What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed.
 - f) The name, email address, telephone number, and mailing address of the complainant, and
 - g) The status of the complainant with the institution (e.g. current student, former student, etc).

FILING A COMPLAINT

In addition to submit an appeal to the institution, copies of any relevant documentation should be forwarded to ACCET and BPPE at the addresses below:



ACCET CHAIR , COMPLAINT REVIEW
COMMITTEE

1722 N Street, NW
Washington, DC 20036
Telephone (202) 955-1113
Fax (202) 955-1118 or (202) 955-5306
Email: complaints@accet.org
Website: www.accet.org

[Click here for:](#)
[ACCET Complaint Procedure](#)



Bureau for Private Postsecondary Education

BPPE – Bureau for Private Postsecondary
Education

1747 North Market Blvd. Suite 225
Sacramento, CA 95834
Telephone and Fax #'s: (888) 370-7589 or
by fax (916) 263-1897 (916) 431-6959 or by
fax (916) 263-1897.
Website: www.bppe.ca.gov