

**Model Complaint Process for CCC Students in Compliance with HEA Title IV,  
CFR 34, Sections 600.9 (a)(1) and 668.43 (b)**

**COMPLAINT PROCESS NOTICE**

Most complaints, grievances or disciplinary matters should be resolved at campus level. This is the quickest and most successful way to 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 website at <http://californiacommunitycolleges.cccco.edu/ComplaintsForm.aspx> if your complaint does not concern CCC's compliance with academic program quality and accrediting standards.

To the State Attorney General using online forms available at [http://ag.ca.gov/contact/select\\_comment\\_form.php](http://ag.ca.gov/contact/select_comment_form.php)

To the Public Inquiry Unit of California State Department of Justice:

**Public Inquiry Unit**  
(Toll-free in California) (800) 952-5225  
Fax: (916) 323-5341

*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). If anything in this disclosure is out of date, please notify the CCCCCO at 1102 Q St., Sacramento, CA 95814. This disclosure was last revised on 5-09-11.*