

COMPLAINT FORM

Accreditation by the WSCUC Senior College and University Commission (WSCUC) represents the Commission's judgment that an institution is satisfactorily achieving its mission and educational purposes and that it meets or exceeds the Commission's standards of quality, integrity, and effectiveness. The Commission values information provided by students, employees, and others in determining whether an institution's performance is consistent with the Standards of Accreditation and Commission policies and procedures.

HOW TO FILE A COMPLAINT WITH WSCUC

1. Read the [WSCUC Policy on Complaints and Third Party Comments](#) carefully to determine whether your complaint falls within the scope of Commission policy and is eligible to be reviewed.
2. Complete all applicable sections of the attached Complaint Form. Incomplete forms will not be reviewed. You may attach additional pages, as needed. If you are sending a hard copy, **please do not staple pages**. Any additional material submitted **may not exceed 50 pages**.
3. Mail, fax, or electronically submit your signed Complaint Form and any additional documentation or supporting materials to the address or fax number below. All supporting documents must be listed on the final page of the Complaint Form.

COMPLAINT REVIEW PROCESS

1. Upon receipt in the WSCUC office, the complaint packet will be reviewed by WSCUC staff. If additional information is needed, the complainant will be notified and given an opportunity to revise and resubmit the complaint.
2. Once WSCUC staff determines that the packet is complete, the complaint will be forwarded to the WSCUC associate assigned to institutional complaints. WSCUC will review the complaint within 45 calendar days to determine whether it falls within the scope of the Commission's Policy on Complaints and whether the documentation provided with the complaint is adequate. All documentation pertaining to the complaint will be kept in the WSCUC office, as required by federal guidelines.
3. The complainant will be notified on the outcome of the review, as per the WSCUC Policy on Complaints and Third Party Comment.

If you have further questions, please contact:

WSCUC Senior College and University Commission
985 Atlantic Avenue, Suite 100
Alameda CA 94501
(510) 748-9001 ext. 300
FAX: (510) 995-1477
wascsr@wascsenior.org
www.wascsenior.org

COMPLAINANT INFORMATION

First Name _____ MI _____ Last Name _____

Street Address _____

City _____ State _____ ZIP _____ Country _____

Telephone _____ E-mail _____

INSTITUTIONAL INFORMATION

College or university named in the complaint: _____

Complainant's relation to the college or university named above:

- Student Faculty Staff
 Other (please state): _____

Current status of complainant, if applicable:

- Enrolled Graduated Employed Withdrawn On-Leave Resigned
 Terminated

COMPLAINANT INFORMATION

State the nature of the complaint as succinctly and clearly as possible. This statement helps WSCUC staff to determine if the complaint falls within the scope of the policy on complaints.

Briefly describe the details of your complaint in the clearest possible language. Indicate the time frame in which the events described in the complaint occurred.

List the steps taken to resolve your complaint, including relevant grievance and appeals processes at the institution. Describe the action taken to date and include copies of all related correspondence.

List the documentation that you have included with the complaint. Materials should be directly related to the complaint and extraneous materials should not be included.

This complaint will not be processed unless all boxes below are checked, and the form is signed and dated.

Please confirm:

- I have read the WSCUC Policy on Complaints and Third Party Comments and agree that this form constitutes my formal complaint.
- I certify that I have exhausted the institution's internal grievance procedure prior to filing this complaint (if not, provide an explanation).
- As stated in the WSCUC Policy on Complaints and Third Party Comments, I understand that:
 - The Commission does not intervene in internal procedures of institutions
 - The Commission does not function as a regulatory body
 - The Commission is not an adjudicatory or grievance-resolving body or grievance panel. WSCUC complaint procedures are for the purpose of addressing significant non-compliance with the Standards of Accreditation and Commission policies.
- I authorize WSCUC to provide my complaint and/or documents concerning my complaint to the involved institution(s).
- I attest that the matter is not in litigation, is not involved in an administrative proceeding before a state or federal government agency, and does not involve criminal conduct.
- I hereby certify that all of the information I have given above is true and complete to the best of my knowledge.

Signature _____ Date _____