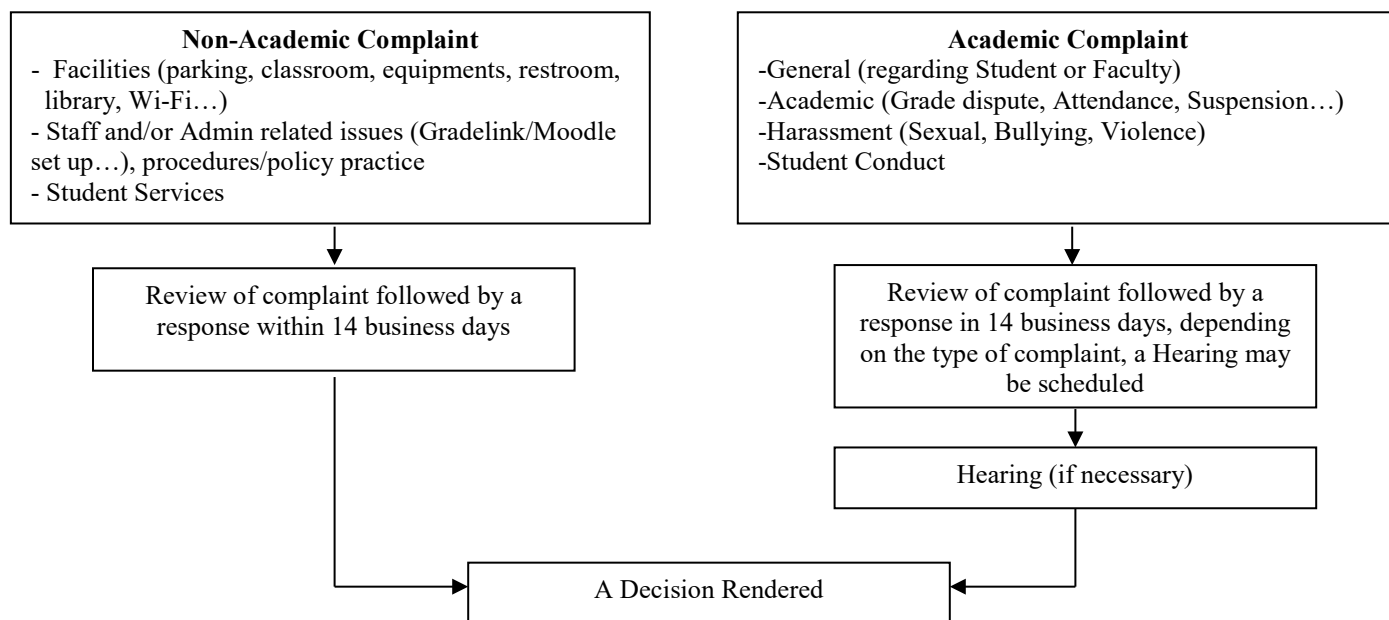# COMPLAINT PROCESS

Students should attempt to resolve any grievances they may have with the school first. However, should attempts to resolve grievances with the appropriate school officials fail, students may contact: The Bureau of Private Postsecondary Education by calling Toll Free (888) 370-7589 or log on to their website at http://www.bppe.ca.gov.

The Complaint Process:

Non-Academic Complaint	**Academic Complaint**
- Facilities (parking, classroom, equipments, restroom, library, Wi-Fi…) - Staff and/or Admin related issues (Gradelink/Moodle set up…), procedures/policy practice - Student Services	-General (regarding Student or Faculty) -Academic (Grade dispute, Attendance, Suspension…) -Harassment (Sexual, Bullying, Violence) -Student Conduct
↓	↓
Review of complaint followed by a response within 14 business days	Review of complaint followed by a response in 14 business days, depending on the type of complaint, a Hearing may be scheduled
	↓
	Hearing (if necessary)

A Decision Rendered

You are encouraged to follow the complaint process outlined in the **Student Catalog** and **Student Handbook** before filing a complaint with the school.

It is extremely important to provide evidence to support your complaint. Be sure to save a copy of your complaint and all documents submitted. Do not send originals as they cannot be returned. CTU considers all complaints important and will process your complaint and provide a response in a timely manner.

Thank you for your patience during the complaint process. To obtain updates regarding the status of your complaint or for other questions, please contact the Office of Student Services at (213)-484-4440 or email admin@catu.edu.

STUDENT COMPLAINT FORM

Name: _____ Date: ____/_____/_____ Case Number: _____
　　　　Last　　　　　　　　　*First*

Phone number:	E-mail address:
Program of Study	❏ *Master of Business Administration (MBA)*
Applicable Quarter/Year	❏ *Winter*　❏ *Spring*　❏ *Summer* ❏ *Fall*　/ Year _____

What is the complaint about? *(please check all that applies):*	
❏ *Academic*	❏ General (Student or Faculty) ❏ Academic (Grade dispute, Attendance, Suspension, Probation, Integrity dispute) ❏ Harassment (Sexual, Bullying, Sexual Violence) ❏ Student Conduct
❏ *Non-academic*	❏ Financial (Tuition-related, Payment plan, Scholarship, Refund...) ❏ Staff/Admin-related issues (Gradelink, Moodle, Set-up, Email, Communication,..), procedure/policy practice ❏ Student Services (Student Club, Guest Speaker, Workshop, e-Newsletter, Orientation, Graduation,..) ❏ Facilities (library, classroom, learning equipment, restrooms, student lounge, library, parking, lost items, Wi-Fi...)
❏ *Others*	Specify the issue that you would like to complain about:

Please write down your complaint: *(provide details and any and all evidence like date, time and parties involved)*

for <u>**Student/Faculty/Staff-related complaints**</u>, please proceed to answer the questions on the next page →

I understand that the foregoing statements are true and correct to the best of my knowledge.

_____
　　Student Name　　　　　　　　　　　　　　　Signature　　　　　　　Date

_____
　　Office of Student Services　　　　　　　　　　Signature　　　　　　　Date

To be able to better address your academic-related complaints, please answer the following questions:
1. Did you read about Grievance Policy on the Student Handbook?   ❏ Yes   ❏ No

2. Does this complaint concern a class or your Professor?   ❏ Yes ❏ No
    a. If yes, did you discuss the problem thoroughly with the Professor? ❏ Yes ❏ No
        Subject: Name of the Professor:
        Date: ____/_____/_____
    b. What was the outcome of your discussion?

3. Does this complaint concern a Staff?   ❏ Yes   ❏ No
    a. If yes, did you discuss the problem thoroughly with the Staff? ❏ Yes ❏ No
        Name of the Staff:
        Date: ____/_____/_____
    b. What was the outcome of your discussion?

4. Does this complaint concern a fellow Student?   ❏ Yes ❏ No
    a. If yes, did you discuss the problem thoroughly with the Student or Professor? ❏ Yes ❏ No
        Subject: Name of the Student/ Professor:
        Date: ____/_____/_____
    b. What was the outcome of your discussion?

5. If you did not do any of the above, please explain why?

_____

   Student Name   Signature   Date

_____

   Office of Student Services   Signature   Date

OFFICE USE ONLY

Student Status	❏ *Applicant (Initial / COS/ Transfer)* ❏ *Continuing Student* ❏ *Graduating Student* ❏ *Withdrawing (Transfer-out / Terminate)* ❏ *Others _____*
Academic Performance	Overall GPA: Total Units Earned: Failing Marks:

Advice Given:

Resolution:

_____

   Adviser/Decision Maker   Signature   Date