

# Complaints

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MiraCosta Community College District employees make every effort to serve their community courteously and efficiently while acting in accordance with district policies and state and federal laws. Individuals dissatisfied with a campus policy or the conduct of a college employee may bring a concern to the attention of the appropriate faculty, staff, or administrator at any time. Concerns should be addressed at the level where the incident occurred before escalation to the level of a complaint.

## Types of Complaints

Any student who believes a decision or action by an instructor, a college official, or another student has adversely affected their **status, rights, or privileges as a student** should follow the procedures described on the Student Rights & Grievances (<http://catalog.miracosta.edu/academicpolicies/studentrights/>) page and in Administrative Procedure 5530, which is available on the Board Policies and Administrative Procedures webpage (<https://www.miracosta.edu/office-of-the-president/board-of-trustees/board-policies-and-administrative-procedures.html>).

Grievances related to **course grades** are addressed in Board Policy 4231, Grade Changes, and Administrative Procedure 4231, which are available on the Board of Trustees website.

Complaints about **parking tickets** should be directed to the MiraCosta College Police Department.

Procedures for filing an **unlawful discrimination** complaint are outlined on the Harassment & Unlawful Discrimination (<http://catalog.miracosta.edu/academicpolicies/harassment/>) page as well as in Administrative Procedure 3435, which is available on the Board of Trustees website.

For grievances related to **sexual harassment, sexual assault, and physical abuse**, students may connect with a Title IX coordinator or deputy Title IX coordinator or may complete a CARE Referral Form ([https://cm.maxient.com/reportingform.php?MiracostaCollege&layout\\_id=1](https://cm.maxient.com/reportingform.php?MiracostaCollege&layout_id=1)) to request that a Title IX team member contact them. The Title IX coordinator, or deputy Title IX coordinator, will assist students with resolution processes and support available to them. Staff members in those areas will assist students with the correct processes for resolution.

Complaint and investigation policies and procedures related to harassment and discrimination (including sexual assault, sexual violence, dating violence, stalking, and domestic violence) can be found in the following board policy and administrative procedures:

- ▶ Board Policy 3433: Prohibition of Sexual Harassment under Title IX
- ▶ Administrative Procedure 3433: Prohibition of Sexual Harassment under Title IX
- ▶ Administrative Procedure 3434: Responding to Harassment under Title IX
- ▶ Administrative Procedure 3435: Discrimination and Harassment Complaints and Investigations.

Separately, students are also welcome to report concerns to the MiraCosta College Police Department if they are seeking police assistance.

## Additional Resources

For formal complaints regarding MiraCosta College's compliance with academic program quality and accrediting standards, please visit the Accrediting Commission for Community and Junior Colleges (Western Association of Schools and Colleges) website. (<https://accjc.org/complaint-process/>)

For formal complaints about one of MiraCosta's specialized academic programs (Registered Nursing, Licensed Vocational Nursing, Certified Nursing Assistant, or Adult High School), please see the Accreditation (<http://catalog.miracosta.edu/aboutmiracosta/accreditation/>) page for contact information.