

Mt. San Antonio College

Complaints and Grievances

Students are protected against capricious, arbitrary, unreasonable, unlawful, false, malicious or professionally inappropriate evaluations or behavior by a faculty member, a staff member, an administrator or an official of the College or another student. Student complaints may be classified as grievances and fall into one of three categories: Academic, Non-Academic, and Discrimination. The forms and procedures for academic and non-academic grievances are located at:

[Student Grievance Form \(/studentlife/Grievance_Procedures_Complete_Process_revised_September_8_2016_with_document_return_statements.pdf\)](#)

Issues that are not resolved at the campus level may be presented to the State of California using the State Complaint Process. Students are encouraged to follow the Mt. San Antonio College Complaint and Grievance process before attempting to file a complaint with the State. To file a complaint with the State of California, use the following web site:

State of California Complaint Form (<http://californiacommunitycolleges.cccco.edu/ComplaintsForm.aspx>)

Academic Grievances

Academic Grievances involve grade disputes. If a student files a grievance relative to a grade, he/she must prove that “mistake, fraud, bad faith, or incompetency” is the reason for the grade assignment. The student must follow the Academic Grievance process at the following website:

Student Grievance Form ([/studentlife/Grievance_Procedures_Complete_Process_revised_September_8_2016_with_document_return_statements.pdf](#))

*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. ACCJC Complaint Process (<http://www.accjc.org/complaint-process>)

Non-Academic Grievances

Grounds for non-academic grievances include, but are not limited to, the following:

- Any act or threat of intimidation.
- Any act or threat of physical aggression.
- Arbitrary action, violation of student rights, or imposition of sanctions without proper regard to College policy as specified in the Education Code, Board Policy, and/or Administrative Procedures.

Non-academic grievance form and process are located at:

Student Grievance Form ([/studentlife
/Grievance_Procedures_Complete_Process_revised_September_8_2016_with_document_return_statements.pdf](/studentlife/Grievance_Procedures_Complete_Process_revised_September_8_2016_with_document_return_statements.pdf))

Discrimination, Harassment and Sexual Misconduct Complaints

Students wishing to file complaints based upon discrimination on the basis of ethnic group identification, religion, age, gender, sexual orientation, color, or physical or mental disability and any other category of unlawful discrimination should contact Peter Parra, Interim Vice President Human Resources, Interim Director EEO Programs, Human Resources Office, Building 4, Room 1460, 909.274.4225.

Complaint Resolution Information (Human Resources) (</hr/complaintresolution/complaint-resolution.html>)

Students who wish to file a formal written complaint of unlawful discrimination directly with the California Community College Chancellor's Office may use the form available on their website:

Discrimination Information (Chancellor's Office) (<http://extranet.cccco.edu/Divisions/Legal/Discrimination.aspx>)

Mt. San Antonio College

1100 N. Grand Ave., Walnut, CA 91789

Phone: (909) 274-7500, Video Phone: (909) 895-6634, Campus Police: (909) 274-4555, Text-A-Tip: (909) 610-9139