**STUDENT COMPLAINTS REVIEW FORM**

Under federal regulation\*, WSCUC is required to demonstrate that it monitors the institution’s student complaints policies, procedures, and records.

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| **Material**  **Reviewed** | **Questions/Comments (Please enter findings and recommendations in the comment section of this column as appropriate.)** |
| Policy on student complaints | Does the institution have a policy or formal procedure for student complaints?  ❒ YES ❒ NO |
| If so, Is the policy or procedure easily accessible? Where? |
| Comments: |
| Process(es)/ procedure | Does the institution have a procedure for addressing student complaints?  ❒ YES ❒ NO  If so, please describe briefly: |
| If so, does the institution adhere to this procedure? ❒ YES ❒ NO |
| Comments: |
| Records | Does the institution maintain records of student complaints? ❒ YES ❒ NO  If so, where? |
| Does the institution have an effective way of tracking and monitoring student complaints over time? ❒ YES ❒ NO  If so, please describe briefly: |
| Comments: |

\*§602-16(1)(1)(ix)

See also WASC Senior College and University Commission’s Complaints and Third Party Comment Policy.

Review Completed By:

Date: