

# 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 [Complaints and Third-Party Comments Policy](#) 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.
3. You may attach a maximum of 50 additional pages as needed to support your complaint. All supporting documents must be listed on the final page of the Complaint Form.
4. Mail or email your signed Complaint Form and any additional documentation or supporting materials to the address below.

## Complaint Review Process

1. Upon receipt in the WSCUC office, staff will review the complaint packet. You will be notified if additional information is required 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 Complaints and Third-Party Comments Policy and whether the documentation provided with the complaint is adequate. All documentation pertaining to the complaint will be retained by WSCUC in accordance with the [Accreditation Records Retention Policy](#).
3. You will be notified of the outcome of the review, as per the Complaints and Third-Party Comments Policy.

**If you have further questions, please contact:**

WASC Senior College and University Commission (WSCUC)  
1080 Marina Village Parkway, Suite 500  
Alameda CA 94501  
Phone: 510-748-9001 x 300  
Web: [www.wscuc.org](http://www.wscuc.org)  
Email: [wscuc@wscuc.org](mailto:wscuc@wscuc.org)

## Complainant Information

Name:

First Name, Middle Initial, Last Name

## Address

Street

City

State:

ZIP:

Country:

Contact Information: Email

Phone:

Phone Type: (Mobile/Home/Work)

## Institutional Information

University or college named in the complaint:

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

☐ Student    ☐ Faculty    ☐ Staff

☐ Other(Please State): \_\_\_\_\_

Current status of relationship with university or college:

☐ Enrolled    ☐ Graduated    ☐ Withdrawn    ☐ Onleave

☐ Resigned    ☐ Terminated    ☐ Employed

☐ Other(Please State): \_\_\_\_\_

## Complaint Details

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. Do not include extraneous materials.

**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 Complaints and Third-Party Comments Policy 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 Complaints and Third-Party Comments Policy, 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 (enter electronic signature or print and sign)

Date