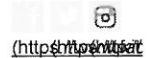


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Complaints & Grievances

The District provides a prompt and equitable means of resolving student grievances and complaints. A grievance is an alleged wrongful act by a Rio Hondo College staff or faculty member which has an adverse effect upon a student's academic or personal status right or privileges as a student at Rio Hondo College. 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 two categories: Academic or Non-Academic. Issues that are not resolved at the campus level may be presented to the State Chancellor's Office using their complaint process. Students are encouraged to follow the Rio Hondo College Complaint and Grievance process before attempting to file a complaint with the State Chancellor's Office.

- [Administrative Procedures 5530: Student Rights & Grievances \(http://webdev1.riohondo.edu/president/wp-content/uploads/sites/27/2014/05/AP5530_StudentRightsGrievances21710.pdf\)](http://webdev1.riohondo.edu/president/wp-content/uploads/sites/27/2014/05/AP5530_StudentRightsGrievances21710.pdf)
- [California Community Colleges Chancellor's Office Complaint Process \(http://californiacommunitycolleges.cccco.edu/complaintsform.aspx\)](http://californiacommunitycolleges.cccco.edu/complaintsform.aspx)
- [Student Complaint & Grievance Procedures \(http://www.riohondo.edu/student_affairs/doc/Student%20Complaints%20Grievances.pdf\)](http://www.riohondo.edu/student_affairs/doc/Student%20Complaints%20Grievances.pdf) (pdf)
- [Student Grievance Form \(http://www.riohondo.edu/student_affairs/doc/Student%20Grievance%20Form.pdf\)](http://www.riohondo.edu/student_affairs/doc/Student%20Grievance%20Form.pdf) (pdf)

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[You Matter! Health & Wellness \(Http://Webdev1.Riohondo.edu/Student-Affairs/You-Matter-Student-Health-Wellness/\)](http://webdev1.riohondo.edu/student-affairs/you-matter-student-health-wellness/)

[Sexual Violence \(Http://Webdev1.Riohondo.edu/Student-Affairs/Sexual-Violence/\)](http://webdev1.riohondo.edu/student-affairs/sexual-violence/)

[Contact Us \(Http://Webdev1.Riohondo.edu/Student-Affairs/Contact-Us/\)](http://webdev1.riohondo.edu/student-affairs/contact-us/)

About RHC

Rio Hondo College, serving the communities of El Monte, Pico Rivera, Santa Fe Springs, South El Monte, and Whittier for over 50 years.

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<https://www.facebook.com/RioHondoCollege>



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Select Language

Contact

Rio Hondo College
3600 Workman Mill Road
Whittier, CA 90601

Phone: (562) 692-0921

Comments? Questions?

[Contact Us \(http://webdev1.riohondo.edu/locations/#contact-form\)](http://webdev1.riohondo.edu/locations/#contact-form)



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Complaints Form

COMPLAINT PROCESS NOTICE

Most complaints, grievances or disciplinary matters should be resolved at the campus level. This is the quickest and most successful way of resolving issues involving a California Community College (CCC). You are encouraged to work through the campus complaint process first before escalating issues to any of the following resources. Issues that are not resolved at the campus level may be presented:

- To the Accrediting Commission for Community and Junior Colleges (ACCJC) at <http://www.accjc.org/complaint-process> 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.
- To the CCC Chancellor's Office by completing the [web form below](#) if your complaint does not concern CCC's compliance with academic program quality and accrediting standards.
- If your complaint involves unlawful discrimination, to the Chancellor's Office website at <http://extranet.cccco.edu/Divisions/Legal/Discrimination.aspx>

Nothing in this disclosure should be construed to limit any right that you may have to take civil or criminal legal action to resolve your complaints.

The California Community Colleges Chancellor's Office (CCCCO) has provided this disclosure to you in compliance with the requirements of the Higher Education Act of 1965, as amended, as regulated in CFR 34, Sections 600.9 (b) (3) and 668.43(b). If anything in this disclosure is out of date, please notify the CCCCCO at 1102 Q St., Suite 4554, Sacramento, CA 95811-6549. This disclosure was last revised on 5-09-11.

COMPLAINT FORM

I have read and understand the Complaint Process Notice, as provided above.

YES

Complaint Category:

- Academic Disputes
- Accounting/Billing
- Customer Service
- Educational Quality
- Fraud and Abuse
- Health and Safety
- Privacy
- Program Scheduling/Availability
- Other

(Select all that apply. If you do not see a category that applies to your complaint, select "Other" and describe the issue in the ALL DETAILS box below.)

Have you tried resolving the issue with the college and/or district? *

- YES
- NO

(You are encouraged to work through the campus/college/district complaint process first before escalating issues by using this Complaint Form.)

If you have tried to resolve the issue with the college or district, please provide the name of staff you have been working with:

College and/or District:

Relationship to College/District:

Do you wish to remain ANONYMOUS for this complaint? *

- YES
- NO

(If you desire to remain ANONYMOUS, you will not receive any contact follow up, even if you provide your name, phone number and/or email information below.)

Your Name:

Your phone number:

Your email:

(If you have supporting documentation to provide, complete the "Your email:" box and indicate in the ALL DETAILS box above you have documents to supply. The individual who will be reviewing your complaint will email you and request the documents at that time.)

Please provide ALL DETAILS regarding your complaint: *

**All of these fields are required in order to submit your complaint.*

qVyAnU

Enter the code shown above:

Send Copy

Submit

icanaffordcollege.com



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