

Student Complaints and Grievances

Finding help with difficulties you may encounter at CCC:

Type of Difficulty	Procedure - At a glance
With a campus service or office (staff or managers)	Speak with the employee directly and attempt to resolve the issue. If that is not successful, you may wish to contact that employee's supervisor to notify them of the issue and to seek appropriate resolution.
With an instructor or counselor	Speak with the faculty member directly. If you are unable to resolve the issue with them, you may wish to contact the appropriate department chair, whose responsibility it is to listen to student inquiries, complaints and grievances about department members and matters. The department chair will investigate and attempt to resolve matters on a department level. If the faculty member is also the department chair, direct the concerns to the Dean of Students Office, ext 4269.
Grade disputes	Speak with the faculty member directly. If you are unable to resolve the issue with them, then contact the department chair. If the issue is not resolved, come to the Dean of Students Office to fill out a Student Grade Grievance Form.
Unlawful discrimination or harassment	Students who believe that they have been subjected to unlawful discrimination or harassment are welcome to contact the Dean of Students to receive information about equal educational opportunity policies and the formal and informal complaint procedures available at the campus and district level.
Non-Instructional Grievance Policy	The Contra Costa College is dedicated to serving particular educational needs, which can be appropriately met by a college functioning in accordance with the broad purposes and regulations set forth in the education code of California. Accordingly, any student who believes there has been a violation of the regulations as stated in Title IX of the Education Act of 1972 may initiate a grievance (see "equal opportunity policy and grievance procedures"). For

further information, contact the Dean of Students.

Academic standards
(Probation or Dismissal
for low GPA or excessive
withdrawals)

For information about the college's policy related to probation and dismissal, please visit: "Probation and Dismissal Policy". Contact the Dean of Students or Counseling department for questions or concerns related to your academic status or holds on your registration materials, and about the process for seeking reinstatement.

Matriculation complaints

Students may file a complaint if she or he believes that CCC has failed to make a good faith effort to develop an educational plan or provide specified services once the student has declared a specific educational goal. Contact the Matriculation Coordinator or Dean of Students for more information.

California residence
status

Visit the [residency](#) information page and fill out the [California Residency Reclassification Request](#)

Registration difficulties

For information about registration and difficulties you may encounter (late add codes and petitions, prerequisites, course conflicts and reinstatements), visit the [registration](#) page.

Financial aid difficulties

For financial aid applications and forms (including forms for appeals), visit the [Financial Aid Information and Forms](#) page.

Parking and Campus
Safety

The campus [Police Services](#) can assist you with concerns about your campus safety, parking permits or citations, or reports of loss or theft.

State Chancellor's Office

After college and district processes have been utilized, if the issue is still unresolved, students can file a complaint with the State Chancellor's Office. Visit [Complaints Form and Process](#) for more information and forms.

Accrediting Commission
for Community and
Junior Colleges (ACCJC)

Process and form for filing a [complaint](#) against the college with the regional accrediting commission