

STUDENT CONCERNS OR COMPLAINTS ABOUT ACTIONS TAKEN ON BEHALF OF SAN FRANCISCO STATE UNIVERSITY

Students who have concerns or complaints about their relationships with the University; its policies, practices, and procedures; or its faculty and staff are strongly encouraged to follow the informal concerns and complaints process as outlined at <http://vpsaem.sfsu.edu/content/student-concerns-and-complaints>.

If, after following the informal process, the concern or complaint remains unresolved, students may pursue a formal complaint. For questions about the process, please contact the Office of the Associate Vice President for Student Life & Dean of Students in the Student Services building, room 403.

Student Complaint Procedure (Complaints Regarding the CSU)

The California State University (CSU) takes very seriously complaints and concerns regarding the institution. If you have a complaint regarding the CSU, you may present your complaint as follows:

- a. If your complaint concerns CSU's compliance with academic program quality and accrediting standards, you may present your complaint on the Western Association of Schools and Colleges (WASC) website (<http://www.wascsenior.org/comments/>). WASC is the agency that accredits the CSU's academic program.
- b. If your complaint concerns an alleged violation by CSU of any law that prohibits discrimination, harassment or retaliation based on a protected status (such as age, disability, gender (or sex), gender identity, gender expression, nationality, race or ethnicity (including color, caste, or ancestry), religion or veteran or military status), you may present your complaint as described in Section XVI (Nondiscrimination Policy).
- c. If your complaint concerns an alleged violation by the CSU of other state law, including laws prohibiting fraud and false advertising, you may present your claim complaint to the university president or designee at the Office of the Associate Vice President for Student Life & Dean of Students in the Student Services building, room 403. See Procedure for Student Complaints—Executive Order No. 1063 for details regarding the complaint requirements and complaint process.
- d. Other complaints regarding the CSU may be presented to the university dean of students [or other appropriate administrator], who will provide guidance on the appropriate university process for addressing your particular issue.

If you believe that your complaint warrants further attention after you have exhausted all the steps outlined by the university, or by WASC, you may file an appeal with the Assistant Vice Chancellor, Academic and Student Affairs (or designee) at the CSU Chancellor's Office.

This procedure should not be construed to limit any right that you may have to take legal action to resolve your complaint.