

CALIFORNIA INTERCONTINENTAL UNIVERSITY

Student Complaint Process

CIU Academic Catalog, (p. 80-81)

I. Informal Complaint: Internal

An informal complaint is a complaint that can be resolved at the department level. Students can raise an informal complaint with any University representative in writing, verbally, or through any reasonable means of communication. The informal resolution process includes, but is not exclusive of, communication with Student Success Advocates, Faculty, or the Staff member in question.

Many issues can be resolved informally once the University is aware of the concern. Keeping documents and records that provide evidence of any issue is vital. After exhausting informal means to a resolution, the student can submit a [Student Complaint Form](#) following the instructions. The online form is available on the Student Resources page on the University website.

II. Formal Complaint: Internal

A formal complaint is a complaint that:

1. is unable to be resolved through informal means,
2. a complaint submitted via the Student Complaint Form, or
3. one that has been escalated to the Compliance Department for formal review.

Formal complaints result in a comprehensive investigation by the Compliance Department. To file a formal complaint with California Intercontinental University, students may submit the Student Complaint Form of the occurrence of the issue or event, including all supporting documents. Complaints can be escalated by contacting the Compliance Department at compliance@caluniversity.edu or 949-359-0065.

When submitting a Student Complaint Form, the student will select from four main categories:

- Category 1 - Administrative, financial, technical, student service, or community issues.

- Category 2 - Instructional issues, instructor/Student Success Advocate performance, program content, program effectiveness, or library services.
- Category 3 - Other policy, harassment on the basis of sex, race, color, religion, national origin, age, disability, or sexual orientation.
- Category 4 - Grades and grading issues, please see the Grade Challenge Policy

Upon submission of a complaint form and supporting documents, the student will be notified via email by the Compliance Department of the outcome of the official review and determination within 30 days after California Intercontinental University receives the complaint. All documents will become a permanent part of a student's record. The Compliance Department ensures formal complaints are adequately documented.

Formal Complaint: External - All States Except California

Complaints must first go through the institution's internal procedures (noted above) for resolution of the concern. If a student is not satisfied with the outcome of the institutional process, the complaint may be brought to the [SARA portal agency](#) in the institution's home state – refer to the [SARA Student Complaint Process](#).

Formal Complaint: External - California Only

California

Bureau for Private Postsecondary Education

PO Box 980818

W. Sacramento, CA 95798-0818

(888) 370-7589 or (916) 431-6959

<https://www.bppe.ca.gov/enforcement/complaint.shtml>

Formal Complaint: External - DEAC

Students or members of the public may also file a complaint by contacting our accreditation agency at:

Distance Education Accrediting Commission

1101 17th Street, N.W., Suite 808

Washington, D.C. 20036

(202) 234-5100

www.deac.org

The Internal Process

All informal complaints are handled at the department level. Formal complaints result in a comprehensive investigation by the Compliance Department. When a student submits a complaint form, the Compliance Department is notified and is responsible for reviewing the complaint and initiating corrective action. The Compliance Department collaborates with the President to present the ideal resolution. All submissions are confidentially stored by the Registrar and available for review when needed.