

WEST COAST UNIVERSITY**Complaint/Grievances Procedure**

Every student has the right to file a grievance. If a student believes a University official, faculty member, administrator or student has acted improperly or inconsistently with WCU policies and/or procedures, the student may file a grievance. This may include, but is not limited to, misapplication or misinterpretation of policy, procedures, practices, unfair treatment or conduct, etc. All grievances must be filed within 30 days of the incident.

The Grievance Policy and Procedures is designed to support and foster a fair, objective, respectful and ethical set of policies and procedures for resolution of disputes. The policies and procedures are designed to provide students with a process in which to protect the University and its students. Students, faculty or administrators who submit or support a filed grievance may not be subjected to retaliation. Incidents of retaliation should be immediately reported to the Campus Director of Student Affairs or Executive Director.

Frivolous or malicious grievances and matters that have been or are in litigation will not be reviewed/considered. Any person(s) submitting a frivolous or malicious grievance will be referred to the Conduct Committee for possible disciplinary action.

Prior to submitting a formal grievance, student/grievant is encouraged to attempt a good faith resolution with the individual(s) at whom the grievance is directed. The University believes that most grievances can and will be resolved through this informal process.

Step 1: Discuss the issue with the individual(s). Every attempt should be made by both the student and individual(s) to resolve the matter at this level.

Step 2: If not resolved through Step 1, unresolved issues should be informally discussed/submitted in writing to the appropriate Dean or Department Head.

If dissatisfied with the response or solution, a student may submit a written grievance, along with all grievance documents, to the Director of Student Affairs.

These policies and procedures are internal to WCU. If a student does not feel that the University has adequately addressed a complaint or concern, the student may consider contacting external agencies such as:

Bureau for Private Postsecondary Education (BPPE)

P.O. BOX 980818
West Sacramento, CA 95798
(916) 431-6959
<http://www.bppe.ca.gov/>

WASC Senior College and University Commission

985 Atlantic Avenue, Suite 100
Alameda, CA 94501
(510) 748-9001
www.wascsenior.org

If a Nursing or Dental Hygiene student does not feel that the University has adequately addressed a complaint or concern, the student may consider contacting the following respective agencies:

California Board of Registered Nursing (BRN)

1747 North Market Boulevard, Suite 150
Sacramento, CA 95834
(916) 322-3350
www.rn.ca.gov

Commission on Collegiate Nursing Education (CCNE)

One Dupont Circle, NW, Suite 530
Washington, DC 20036
(202) 887-6791
www.aacn.nche.edu/CCNE/reports/accprog.asp

Commission on Dental Accreditation (CODA)

211 East Chicago Avenue
Chicago, IL 60611-2678
(312) 440-2500
www.ada.org

If an Occupational Therapy student does not feel that the University has adequately addressed a complaint or concern, the student may consider contacting the following respective agencies:

Accreditation Council for Occupational Therapy Education (ACOTE)

4720 Montgomery Lane, Suite 200
Bethesda, MD 20814-3449
301-652-6611 x2914
<http://www.aota.org/en/AboutAOTA/Contact-Us.aspx>

Occupational Therapy Association of California (OTAC)

PO Box 276567
Sacramento, CA 95827-6567
(916) 567-7000
(888)-686-3225
www.otaonline.org

If a Physical Therapy student does not feel that the University has adequately addressed a complaint or concern, the student may consider contacting the following respective agency:

Commission on Accreditation in Physical Therapy Education (CAPTE)

1111 North Fairfax Street
Alexandria, VA 22314
(703) 706-3245
<http://www.capteonline.org/Complaints/>

The Dallas Campus has a Certificate of Authorization to offer Bachelor degree programs from the Texas Higher Education Coordinating Board (THECB).

Texas Higher Education Coordinating Board (THECB)

1200 East Anderson Lane

Austin, TX 78711-2788 (512) 427-6101

<http://www.thecb.state.tx.us/>

The web address for the Texas Higher Education Coordinating Board's Student Complaints page with forms and a description of the complaint procedure:

<http://www.thecb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9D>

The web address for the rules governing student complaints – Title 19 of the Texas Administrative Code, Sections 1.110-1.120: [http://info.sos.state.tx.us/pls/pub/readtac\\$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y](http://info.sos.state.tx.us/pls/pub/readtac$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y)

The West Coast University pre-licensure Bachelor of Science in Nursing program and the LVN to BSN option is approved by the Texas Board of Nursing.

Texas Board of Nursing (TBON)

333 Guadalupe #3-460

Austin, TX 78701

www.bon.state.tx.us.com