

Azusa Pacific University – University College

Student Complaint Notice

Azusa Pacific University - University College (UC) takes very seriously complaints and concerns regarding the institution.

If you have a complaint regarding UC, the university has established a grievance process for students (“Grievance Policy”) that you may find in the UC Catalog. This policy addresses both academic and nonacademic grievances.

If you have a complaint not addressed by one of the grievance processes identified above, or if you have questions regarding the proper process for addressing your complaint, you may contact:

- the Chief Academic Officer at (626) 815-5482, or ktakamine@uc.apu.edu
- the Director of Student Success at (626) 857-2473, or jhibbard@uc.apu.edu
- the Office of the General Counsel at (626) 387-5763, or cjennings@apu.edu

These contacts will provide guidance on the campus process for addressing your particular issue.

If you believe that your complaint warrants further attention after you have exhausted all the steps and appeals outlined by the Grievance Policy, you may present your complaint to the Western Association of Schools and Colleges (WASC) at www.wascenior.org/comments if your complaint is associated with the institution’s compliance with academic program quality and accrediting standards. WASC is the agency that accredits Azusa Pacific University’s academic programs.

If you believe that your complaint continues to warrant further consideration after exhausting the review of either WASC or administrators at Azusa Pacific University – University College, you may contact the Bureau for Private Postsecondary Education for review of a complaint. The bureau may be contacted at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, <http://www.bppe.ca.gov>, and (916) 431-6924 (phone) and (916) 263-1897 (facsimile).

The following link provides students and prospective students with contact information for filing complaints with state officials or agencies that would handle any student complaints outside of California: <http://www.sheeo.org/stateauth/Complaint%20Process%20Links.pdf>

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. Azusa Pacific University – University College has provided this disclosure 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 Office of the General Counsel at Azusa Pacific University, 901 E. Alost, Azusa, CA 91702.

Approved July 1, 2015
Office of the Chancellor