



Los Angeles Mission College
Student Complaint Grievance Procedure

1. Students visit Complaint/Grievance site located at <http://www.lamission.edu/students/grievance/default.aspx>
Please review steps prior to submitting the complaint online. Students can also visit lamission.edu, and click on **Students** at the top of the website. Under the heading Student Services, scroll down *and click on **Student Complaint Grievance*** listed alphabetically. Students can also visit the Student Services Office to request a paper complaint form.
2. Using the online form, student confirms entry of data and enters his/her pin number to verify identity. Once submitted, the student automatically receives an e-mail confirming receipt. The investigation of the complaint begins within five business days, although resolution may take longer. Contact information for each respective division is listed in the confirmation e-mail. If the student has a written form, it may be submitted to the Office of the Vice President of Student Services.
 - a. **Instructor/Academic Affairs Office complaints** (complaint or concern related to student academic and classroom experience or one of the following Departments: Academic Affairs, Academic Departments, CalWorks, Career Technical Education Programs, Foster and Kinship Care, Learning Resource Center, Library, Non-Credit Program, Off Campus High School Programs, STEM Program, Tutoring for Math and Science, Vocational Education Programs) **are forwarded to the Vice President of Academic Affairs.** The administrative secretary to the V. P. of Academic Affairs logs Instructor/Academic Offices complaints. The complaint may be forwarded to the Ombudsperson who may resolve or forward the complaint to the Vice President of Academic Affairs or the Vice President of Student Services.
 - b. **Student Services complaints** (complaint or concern related to one of the following Student Services Departments: Admissions and Records, ASO or ASO Advisor's Office, Assessment/Placement/ Testing Office, Athletics, Child Development Center, Counseling, DSPS Office, EOPS/CARE Program, Financial Aid Office, International Student Office, Recruitment, Student Health Center, Student Services Office, Student Support Services Office, Transfer/Career Center, Veterans Office) **are forwarded to the Dean of Student Services.** The administrative secretary to the V. P. of Student Services logs the complaint.
 - c. **Facilities and Administrative Services complaints** (complaint or concern related to campus facilities or one of the following Departments: Eagles Landing Bookstore, Business Office, Culinary Arts Cafeteria, Sheriffs, Switchboard/Telephone Operator, restrooms, classrooms, smoking, parking facilities, lighting, etc.) **are forwarded to the Vice President of Administrative Services.** The administrative assistant to the V. P. logs the complaint.
 - d. **President's Office complaints** are forwarded to the president. Executive secretary to the president logs the complaints.
 - e. **ITV complaints** are forwarded to the president. Executive secretary to the president logs the complaints.
3. The college staff member handling the complaint e-mails, telephones, or meets with student regarding the progress, follow up, and resolution of complaint.