



## Consumer Protection (Title IV) Student Complaint Form

The State Board for Community and Technical Colleges (SBCTC) formal complaint process is provided for the resolution of consumer protection complaints brought by students attending a Washington state community or technical college. The formal student complaint process provides a means for investigating and resolving student complaints against Washington community and technical colleges after all college appeal processes have been exhausted, for a limited category of complaints (described below).

This process is used only if complaints are about whether a college followed its own published policies and procedures or whether it violated applicable state laws. See page two for a description of the types of complaints that may be considered in this process. *Use this complaint process only if the subject matter of the complaint initially occurred within two years of the submission date of this form.*

Have you completed your college's appeal process?      Yes       No

*Note: Students who have not exhausted the appeal process at the college will be referred back to the student services office at their campus to complete that process before the SBCTC will investigate the complaint.*

Student Name: \_\_\_\_\_

College Name: \_\_\_\_\_ Student Phone: \_\_\_\_\_

Today's Date: \_\_\_\_\_ Student Email: \_\_\_\_\_

What date did the subject matter of this complaint initially occur? \_\_\_\_\_

Provide a brief summary of your complaint and attach documentation to support your claim (if available). Attach additional sheets of paper if needed.

Provide the names and/or departments of faculty and staff at the college that you worked with to try to resolve this issue.

## Types of Complaints Considered in the Formal Complaint Process

Examples of complaints considered in this process include a) veracity of recruitment and marketing materials; b) accuracy of job placement data; c) accuracy of information about tuition, fees, and financial aid; d) accurate admission requirements for courses and programs; e) accuracy of information about the institution's accreditation and/or any programmatic or specialized accreditation held by the institution's programs; f) accuracy of information about whether course work meets any relevant professional licensing requirements or the requirements of specialized accrediting bodies; g) accuracy of information about whether the institution's course work will transfer to other institutions; and h) operation of distance learning programs consistent with practices expected by institutional accreditors.

Examples of issues not considered in this complaint process (except in cases where the institution did not follow their published policy) are: a) grading disputes; b) academic integrity issues; c) student conduct issues; d) curriculum issues; and e) complaints against faculty.

## Formal Complaint Process

1. Student contacts SBCTC with a complaint she or he believes is of the type that is considered in this process (see above). The student is referred to the SBCTC Student Services office. The issue must have occurred within the last two years.
2. SBCTC Student Services provides the student with a Title IV Student Complaint Form.
  - a. If the college complaint process has not been completed, the student is referred back to the college.
  - b. If the college's complaint process has been completed and the student provides documentation to that effect, Student Services staff reviews the complaint to determine if the complaint falls within the scope of complaints considered in this process.
  - c. If staff determines that the complaint cannot be considered in this process, as described above, SBCTC will terminate its involvement in the resolution of the complaint and will notify all parties to the complaint accordingly.
3. If SBCTC Student Services determines the complaint falls within the scope of complaints considered in this process:
  - a. SBCTC Student Services contacts the college regarding the complaint and requests appropriate documentation and information directly related to the complaint.
  - b. The college, upon providing the information, has the option of recommending a resolution to the complaint brought by the student.
  - c. If the college's recommended resolution is acceptable to the student, the matter is resolved and the complaint process is complete.
  - d. If there is no recommended resolution from the college, or if the student is not satisfied by it, and if SBCTC has determined that the complaint has merit, it will communicate with the college to find an appropriate resolution.
4. SBCTC will issue a final decision regarding the complaint, specifying actions the college must take to resolve the complaint, if applicable. All parties will be notified.

## Submit completed form and any attachments by mail, fax, or email

Washington State Board for Community and Technical Colleges  
ATTN: Student Services  
PO Box 42495  
Olympia, WA 98504-2495

Fax: 360-704-4418, Email: [ballinder@sbctc.edu](mailto:ballinder@sbctc.edu)

*The student is not bound by SBCTC's decision and may pursue legal remedies.*