STUDENT CONSUMER COMPLAINT PROCESS

The U.S. Department of Education has developed a set of regulations to improve the integrity of programs authorized under Title IV of the Higher Education Act. Referred to as the Program Integrity rules, the regulations require that each college or university ensure access to a complaint process that will permit students to address the following:

- Alleged violations of State consumer protection laws that include but are not limited to fraud and false advertising;
- Alleged violations of State laws or rules relating to the licensure of postsecondary institutions; and
- Complaints relating to the quality of education or other State or accreditation requirements.

Golden Gate University seeks to resolve all student concerns in a timely and effective manner through its general grievance process. Golden Gate University has developed a general grievance procedure (http://www.ggu.edu/media/about-ggu/documents/policies/grievance-policy.pdf) to assist in resolving student complaints in addition to separate procedures for a complaint and appeal procedures for disagreements over disability services; an appeal of a determination under the Student Code of Conduct; for a complaint of discrimination or sexual harassment; for an appeal of a sanction under the Academic Integrity Policy; and for appealing a course grade.

For assistance, a student may wish to contact any of the following offices:

**Office of the Vice President for Academic Affairs**
(regarding academic programs, accreditation, student affairs)
Barbara Karlin, Vice President of Academic Affairs
bkarlin@ggu.edu | 415-442-7882

**School of Law**
Rachel Van Cleave, Dean
rvanclave@ggu.edu | 415-442-6601

**Enrollment Services**
info@ggu.edu | 415-442-7800

**Financial Aid**
Gabriela De la Vega, Director
finaid@ggu.edu | 415-442-7270
Registration
Steven Lind, Registrar
slind@ggu.edu | 415-442-7222

Student Accounting Services
sas@ggu.edu | 415-442-7839

It is expected that students will first use all of the University's procedures to address concerns or complaints in a timely manner. If you believe that your complaint warrants further attention or is related to alleged violation of state law, 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
Phone: 916-431-6924
Fax: 916-263-1897
http://www.bppe.ca.gov

If your complaint involves Golden Gate's compliance with academic programs, academic quality, or accrediting standards, you may submit your complaint to the WASC Senior College and University Commission at http://www.wascsenior.org/comments.