



Complaint Process

San Diego Miramar College is committed to an educational environment that is free from interference and disruption, and that fosters equity and mutual respect. The Office of Student Affairs is a central location to which students can turn to if they are interested in filing a complaint. All complaints are filed online at <https://studentweb.sdccd.edu/index.cfm?action=complaint&tab=2>.

The following administrative processes are available to individuals who believe they have been treated unfairly or that their rights have been violated:

1. Student Rights, Responsibilities and Administrative Due Process: [Policy 3100](#) (Dean of Student Affairs)
2. Student Grievance: [Procedure 3100.1](#) (Dean of Student Affairs)
3. Student Discipline: [Procedure 3100.2](#) (Dean of Student Affairs)
4. Honest Academic Conduct: [Procedure 3100.3](#) (Dean of Student Affairs)
5. Prohibition of Harassment: [Policy 3430](#) (Site Compliance Officer)
6. Nondiscrimination: [Policy 3410](#) (Site Compliance Officer)
7. Fraud/Whistle Blower: [Policy 6125](#) (District Level Report)
8. Grade Challenge: [Policy 3001.2](#) (Vice President of Instruction)
9. Filing a Title IX Report: [BP 3410](#) (Title IX Officer)

An academic complaint may be filed with the department chair or instructional dean when a student feels that a faculty member has violated state law, federal law, or College policies and procedures relative to grading or other academic matters. Students may directly contact the department chair or instructional dean or submit their complaint online at: [Complaint Form](#)

If a complaint does not fall into one of the categories above, the complaint should be addressed in writing to the College President, Patricia Hsieh.

Individuals are strongly encouraged to make every attempt to resolve matters through the appropriate administrative processes. Matters that are not resolved internally may be processed by using the following agencies in the order described below.

- The Accrediting Commission for Community and Junior Colleges (ACCJC) at <https://accjc.org/complaint-process/> if your complaint is associated with the institution's compliance with academic program quality and accrediting standards. ACCJC is the agency that accredits the academic programs of the California Community Colleges.
- If your complaint does not concern the California Community College's compliance with academic program quality and accrediting standards, you may contact the California Community College Chancellor's Office by completing the web form found [here](#).