STUDENT COMPLAINT PROCEDURE

Menlo College takes very seriously complaints and concerns regarding the institution. If you have a complaint regarding Menlo College, you may present your complaint to the Dean of Student Affairs or the Director of Human Resources. Either of these contacts will answer any questions you may have to assure you a fair process. If the complaint leads to the invocation of a judicial process, such process will follow the guidelines set forth in the Student Handbook.

If your complaint is about the institution’s compliance with academic program quality and accrediting standards. WASC Senior College and University Commission (WSCUC) is the academic accrediting body for Menlo College. If you believe that your complaint warrants further attention after exhausting all the steps available to you on campus, you may contact WSCUC at http://www.wascn.org/comments.

An individual may also contact the California Bureau of Private Postsecondary Education for review of a complaint. The contact information for the Bureau is:

California Bureau of Private Postsecondary Education 2535 Capitol Oaks Dr., Ste. 400
Sacramento, CA 95833
(916) 431-6924 (Telephone)
(916) 263-1897 (FAX)
http://www.bppe.ca.gov

Nothing in this disclosure limits any right that you may have to seek civil or criminal legal action to resolve your complaints.

Menlo 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 If anything in this disclosure is out of date, please notify the Director of Human Resources at inaidu@menlo.edu.