

Student Rights and Grievances

The Student Rights and Grievances Procedures are established so that students can resolve difficulties/problems they encounter in college-related activities. Student complaints are taken seriously; therefore, the complaint must be of a compelling, substantive, and verifiable nature. Repeated filings of the same complaint, filings of a frivolous nature, or capricious complaints against school personnel will be considered abuse of the student conduct and/or complaint process.

For the complete Student Rights and Grievances Procedures, see KCCD Administrative Procedure 5530.

These procedures apply to student complaints such as:

- The exercise of rights of free expression protected by state and federal constitutions and Education Code Section 76120
- End of semester course grades, to the extent permitted by Education Code Section 76224

These procedures do not apply to student complaints which involve:

- Complaints regarding student disciplinary decisions (See Administrative Procedure 5520)
- Parking citations
- Title IX or sexual misconduct (See Board Policy 3430 and Administrative Procedures 3430, 3433, and 3434)
- Discrimination, harassment, or retaliation complaints (See Board Policy 3430 and Administrative Procedure 3435)

California Community College Chancellor's Office Student Complaint Process

Most complaints, grievances, or disciplinary matters should be resolved at the campus level. This is the quickest and most successful way of resolving issues involving a California Community College (CCC).

You are encouraged to work through the campus complaint process first before escalating issues to any of the following resources. Issues that are not resolved at the campus level may be presented:

To the Accrediting Commission for Community and Junior Colleges (ACCJC) at <http://www.accjc.org/complaint-process> if your complaint is associated with academic program quality and accrediting standards. ACCJC is the agency that accredits the academic programs of the California Community Colleges.

To the CCC Chancellor's Office by completing the web form, available at <http://www.californiacommunitycolleges.cccco.edu/ComplaintsForm.aspx#complaintForm>, if your complaint does not concern CCC's compliance with academic program quality and accrediting standards.

Student Conduct

The Board of Trustees of the Kern Community College District, in support of public education and the exercise of general supervision of the campuses of the district, believes that student conduct must reflect the standards of good behavior expected by society. Since public education is furnished by the people of the district, it becomes a privilege for students to have this opportunity to further their education.

Students shall respect constituted authority. This shall include conformance to state laws, board regulations, college regulations, and applicable provisions of civil law.

Students are expected to observe high personal standards of decency, morality, honesty, and social relationships. Student conduct should reflect consideration for the rights of others, and students are expected to cooperate with all members of the Cerro Coso Community College community.

Failure to respect the standards as set forth by Cerro Coso Community College may be cause for disciplinary action.

For the complete Standards of Student Conduct Policy, see KCCD Board Policy 5500 and Administrative Procedures 5500 and 5520.