

# STUDENT COMPLAINTS



These student grievance procedures are established so that students can resolve difficulties/problems they encounter in college-related activities. Efforts will be made to resolve a grievance in a timely and fair manner. Students who contend they have been treated unfairly have the right, without fear of reprisal, to use a written procedure in their attempt to right an alleged wrong. Student grievances are taken seriously; therefore, the grievance must be of a compelling, substantive, and verifiable nature.

[Board Policy is available at the Kern Community College District website.](#)

## Discrimination, Harassment, or Retaliation

Cerro Coso Community College and the Kern Community College District are committed to equal opportunity in educational programs, employment, and all access to institutional programs and activities. The District, and each individual who represents the District, shall provide access to its services, classes, and programs without regard to national origin, religion, age, gender, gender identity, gender expression, race and ethnicity, color, ethnic group identification, medical condition, genetic information, ancestry, sexual orientation, marital status, physical or mental disability, pregnancy, or military and veteran status, or because he/she is perceived to have one or more of the foregoing characteristics, or based on association

with a person or group with one or more of these actual or perceived characteristics. The District shall be free of sexual harassment and all forms of sexual intimidation and exploitation.

[More Information about discrimination, harassment, or retaliation →](#)

[Board Policy 3410 - Non-Discrimination](#)

[Board Policy 3420 - Equal Employment Opportunity](#)

[Board Policy 3430 - Prohibition of Harassment](#)

[Administrative Procedure 3420 - Equal Employment Opportunity](#)

[Administrative Procedure 3430 - Prohibition of Harassment](#)

## Complaint Against a Faculty, Staff Member, or Administrator

In the pursuit of their educational goals, students should be free of unfair and improper action by any member of the academic community. A grievance may be initiated by students when they believe that they have been subject to unjust action or denied their rights as stipulated in published district regulations, state laws, or federal laws. Such action may be initiated by students against a faculty, staff member, or administrator.

[More Information about a complaint against a faculty, staff member, or administrator →](#)

[Administrative Procedure 5530 – Student Rights and Grievances](#)

## Grade Appeal

When grades are given for any course of instruction taught at Cerro Coso Community College and any colleges of Kern Community College District, the grade given to each student shall be the grade determined by the instructor of the course, and the determination of the student's grade by the instructor, in the absence of mistake, fraud, bad faith, or incompetency, shall be final. Any student may file a written request with the vice president of instruction to correct or remove information recorded in the student's records which the student alleges to be: (1) inaccurate; (2) an unsubstantiated personal conclusion or inference; (3) a conclusion or inference outside of the observer's area of competence; or (4) not based on the personal observation of a named person with the time and place of the observation noted. A student's first request of a grade change shall be from the instructor. A grade appeal may be filed only for course grades at the end of the term.

[More Information about a Grade Appeal →](#)

[Board Policy 4231 - Grade Changes](#)

[Administrative Procedure 4231 – Grade Changes](#)

# Report an Accident or Security Incident

Student safety is the top priority of Cerro Coso Community College. It is important and necessary that any student who witnesses or experiences a security incident or accident on campus uses the confidential reporting platform for a prompt and efficient response from the college's Safety and Security Administration.

[More Information about reporting a security incident or accident →](#)

[Board Policy 3500 - Campus Safety](#)

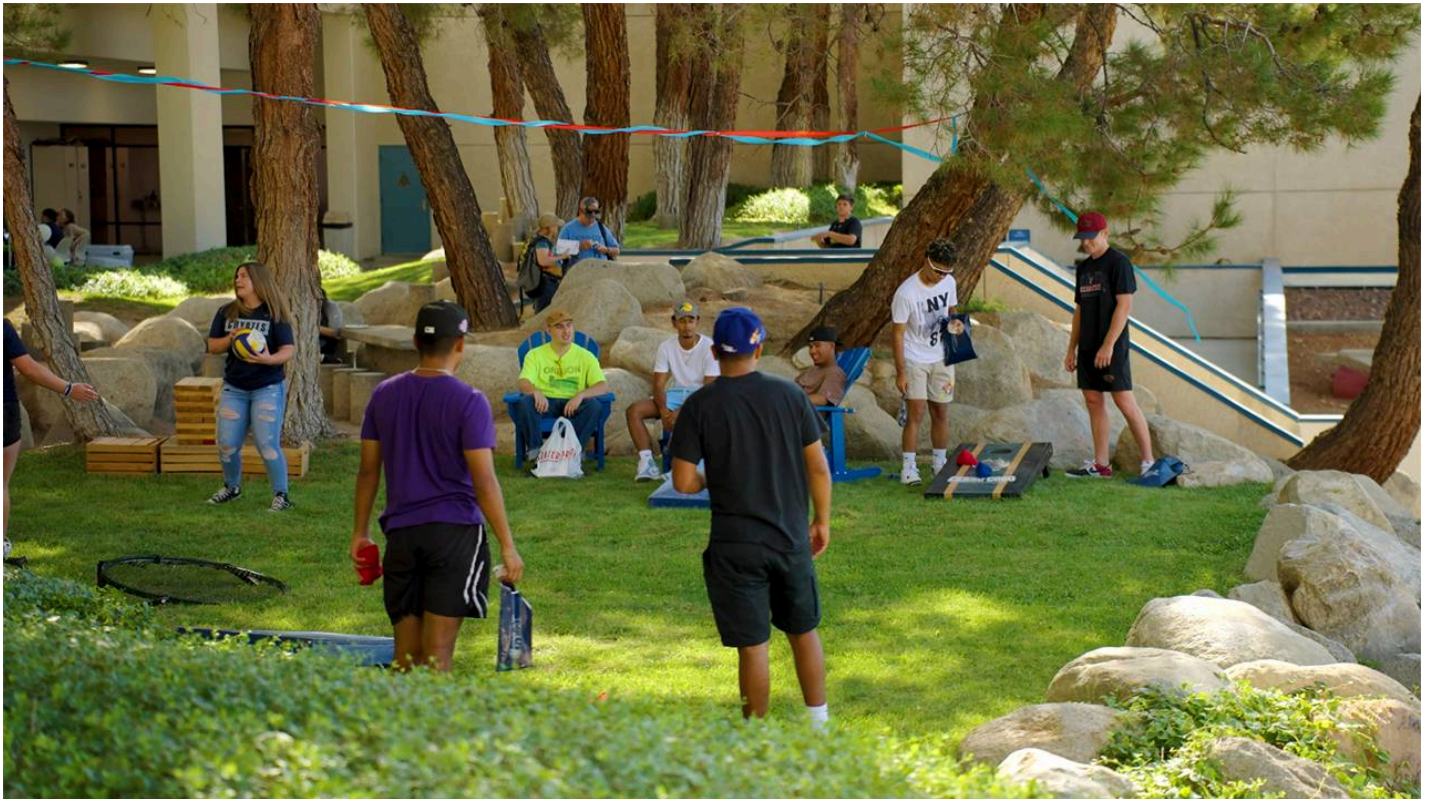
[Board Policy 3501 - Campus Security and Access](#)

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# ACCREDITATION

## Accreditation Statement

Cerro Coso Community College is accredited by the Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges, 10 Commercial, Ste. 204, Novato, CA 94949, (415) 506-0234, an institutional accrediting body recognized by the Council for Higher Education Accreditation and the US Department of Education.

## Accreditation Documents

Cerro Coso Community College's reputation for delivering high-quality education has been reinforced with the reaffirmation of accreditation by the Accrediting Commission for Community and Junior Colleges (ACCJC).

Reaffirmation is granted when an institution is found to substantially meet or exceed the eligibility requirements, accreditation standards, and commission policies. In October 2018, a team of Community College professionals from the Western Association of Schools and Colleges came to Cerro Coso campuses for on-site evaluations. All three colleges in the Kern Community College District: Cerro Coso Community College, Bakersfield College, and Porterville College; received reaffirmation based on comprehensive evaluations.

The accrediting process starts on each campus with many hours of hard work by faculty, staff, and administration to ensure that ACCJC's standards are well represented by district wide practices. "Our reaffirmation without qualification is a testament to the quality of our programs, faculty, staff, and students," stated Cerro Coso President Jill Board.

Reaffirmation is an indication of Cerro Coso's commitment to the highest levels of learning and to excellence and continuous improvements in teaching. "We are honored that ACCJC has recognized our institutions stewardship by reaffirming accreditation of Cerro Coso Community College," concluded President Board.

Cerro Coso's next comprehensive review for reaffirmation of accreditation will take place in 2025.

### Institutional Self Evaluation - 2018

[Report](#)

[External Evaluation Report Oct 2018](#)

[Commission Action Letter, Jan 25 2019](#)

## Student and Public Complaints

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 cannot be 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 <https://www.cccco.edu/Complaint-Process-Notice>, if your complaint does not concern CCC's compliance with academic program quality and accrediting standards.

## Certified Nursing Assistant

This program is authorized by California Department of Public Health. To learn more about the agency or to submit a complaint about Cerro Coso Community College's program after trying to resolve the issue through the local [Student Complaint Policy](#), contact the agency at [www.cdph.ca.gov](http://www.cdph.ca.gov).

## Medical Assisting

This program is authorized by California Certifying Board for Medical Assistants. To learn more about the agency or to submit a complaint about Cerro Coso Community College's program after trying to resolve the issue through the local [Student Complaint Policy](#), contact the agency at [ccbma.org](http://ccbma.org).

## Peace Officer Standards and Training (POST) Academy

The POST program is authorized by the California Commission on Peace Officer Standards and Training. To learn more about the agency or to submit a complaint about Cerro Coso Community College's program after trying to resolve the issue through the local [Student Complaint Policy](#), contact the agency at [post.ca.gov/Home](http://post.ca.gov/Home).

## Private and Proprietary Security Academy

This program is authorized by the Bureau of Security and Investigative Services. To learn more about the agency or to submit a complaint about Cerro Coso Community College's program after trying to resolve the issue through the local [Student Complaint Policy](#), contact the agency at [www.bsis.ca.gov](http://www.bsis.ca.gov).

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