
	UNIVERSITY OF PASADENA (UPAS) Operational Procedures		
	Doc # :PO-OP-04.1	Title: Complaint and Grievance Policy	
	Rev # : 08	Approved By: Chief Executive Officer (CEO)	Date : 15 Sep 2022

REVISION HISTORY			
Rev No	Description of change	Author	Effective Date
1	New Procedure	Chief Operations Officer (COO)	14 Oct 2015
2	No Change	Chief Operations Officer (COO)	12 Oct 2016
3	No Change	Chief Operations Officer (COO)	11 Oct 2017
4	No Change	Chief Operations Officer (COO)	10 Oct 2018
5	No Change	Chief Operations Officer (COO)	09 Oct 2019
6	All informal complaint procedure to completed within 14 working days.	Chief Operations Officer (COO)	02 Nov 2020
7	No Change	Chief Operations Officer (COO)	06 Sep 2021
8	No Change	Chief Operations Officer (COO)	15 Sep 2022

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1. Purpose

1.1 The university goal is to provide a fair and enjoyable working environment for all. This policy seeks to support the achievement of this goal by providing a transparent and consistent process for resolving grievances and complaints.

2. Scope

2.1 This policy applies to all Students currently enrolled at University of Pasadena. The Complaint and Grievance Policy ensures that the complaints and grievances of students are investigated and resolved in an honest, fair and timely manner.

3. Definitions

3.1 Complaint: is a point of issue between a student and faculty or staff professional in which a student feels:

- an abridgement of academic rights or benefits has occurred
- feels that any of the University policies have been violated.

3.2 Grievance: is defined as a difference, presented in writing, that may arise between a student and faculty or staff professional, with respect to, but not limited to:

- Violation of established academic policies and regulations resulting in adverse impact on the student record
- Clerical error made by the faculty or staff professional, in reviewing, estimating, evaluating, or posting student records.


3.3 Respondent: is defined as the faculty or staff professional most directly responsible for the alleged action(s) and/or decision(s) resulting in the complaint and/or grievance.

4. Responsibility

4.1 The Chief Operations Officer (COO) is responsible for the effective implementation of this policy.

5. Procedure / Process

10.1 Complaints and/or Grievances may be brought against the actions and/or decisions of faculty or any staff for failure to adhere to policies or procedures or actions that constitute arbitrary, capricious, or unequal application of those procedures.

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102 Requests for formal resolution will not be accepted until the informal process has been exhausted. Incomplete Student Grievance Forms will not be accepted.

103 At any point in the grievance proceedings, the student may move to withdraw the Grievance or accept a solution.

104 A student may invoke a formal grievance process only after exhausting all informal complaint procedures.


- The student must address the complaint to the concerned faculty or staff professional most directly responsible for the alleged actions and/or decisions resulting in the complaint.
- If the complaint cannot be resolved by the student and faculty or staff professional, the student should meet with the Student Services Coordinator to discuss their complaint.
- If the student and the Student Services Coordinator cannot resolve the complaint, the student should meet with Chief Academic Officer (CAO) to discuss their complaint.
- In no case should the informal resolution of a complaint take longer than 7 working days and formal grievances must be initiated within 14 working days of the incident giving rise to the grievance.

105 If the complaint is still unresolved after this point, the student may then file a written grievance by completing the Student Grievance Form available in the website and emailing the completed form with supporting documentation to the faculty/respondent.

106 The faculty/respondent shall forward the email from the student to their department head acknowledging that “informal efforts have been exhausted to resolve the issues being grieved”. The Department head will send an acknowledgment email, within 1 working day, to the student acknowledging the receipt of the complaint and that a formal process will be completed within 10 working days.

107 The CAO, CO, COO (Presiding officer) and Registrar will form a Grievance Review Board to discuss and conduct the hearing.

- The board shall convene within 5 working days from the notice of grievance. The Presiding officer shall be responsible for meeting with the Board before the start the hearing to brief them of the complaint and the procedure that will be followed.
- The Presiding officer shall inform all the parties to the grievance of the time and date of the hearing. The hearing will take place through zoom video conference.

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- All hearing shall be closed. First the Student will present his/her case along with evidence and witnesses. Respondent shall have the right to respond and present his/her case. The Student has the burden of proof and shall demonstrate by evidence that he/she was directly wronged by the action. After the opening statement, both parties shall answer questions that board might have.
- The board shall normally convene within 14 days from the notice of grievance. The Presiding officer shall be responsible for meeting with the Board before the start the hearing to brief them of the complaint and the procedure that will be followed.
- The content of the proceedings in a grievance hearing is confidential, and the Board recommendations resulting there from shall not be made public by any participant in the hearings. In the event these matters should become public, the University, as appropriate, may make such public statements.
- If the Boards finds that the legitimate grievance has occurred, the Presiding Officer shall request the Respondent to make the appropriate correct action within 7 working days after the Boards decision. The decision of the Board is final and if Respondent fails to comply by the Board decision within 7 working days, then the Presiding Officer will refer the matter to CEO for final resolution.
- The Student and the Respondent will be advised of his/her rights to pursue the matter with external authorities if they so wish.

108 Student can file complaints against the University by contacting:

- Filing a online complaint at: <https://connect.bppe.ca.gov/#/submitcomplaint>
- Filling the [complaint form](#) and mailing it to:
 Bureau for Private Postsecondary Education
 P.O. Box 980818
 West Sacramento, CA 95798-0818
- By Email: bppe.enforcement@dca.ca.gov or bppe@dca.ca.gov
- By Phone: (888) 370-7589
- DEAC: <https://www.deac.org/Student-Center/Complaint-Process.aspx>

11. Review

The Complaint and Grievance Policy of university is reviewed every year.