

# COLUMBIA COLLEGE HOLLYWOOD

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## STUDENT COMPLAINT & GRIEVANCE PROCEDURE

Columbia College Hollywood encourages students to bring all questions, concerns, or complaints to the attention of the Director of Student Success at any time in person, by email, or by phone:

Jessica Johnson Mills  
Director of Student Success  
Columbia College Hollywood  
18618 Oxnard Street  
Los Angeles, CA 91356  
(818) 401-1151  
[jjohnsonmills@columbiacollege.edu](mailto:jjohnsonmills@columbiacollege.edu)

Questions, concerns, and complaints from students can often be resolved informally through discussion. If the informal resolution to the student's concern or complaint is not satisfactory, the student may formally file the complaint or grievance through the Grievance Procedure process outlined below to resolve the dispute.

A grievance is defined as a student's written expression of dissatisfaction concerning conditions of enrollment; unfair treatment by an instructor, fellow student, or staff member; misapplication of institution policies, rules, regulations, or procedures; or coercion, reprisal, or intimidation by an instructor or other institution employee.

Columbia College Hollywood will investigate all complaints and grievances fully, promptly, and fairly and will not subject a student to punitive action because of grievances filed with the institution. Columbia College Hollywood shall maintain a written record of its handling of all student complaints and grievances.

Retaliation against any complainant under this Grievance Procedure or against any person who assists a complainant in the pursuit of a complaint or grievance under this Grievance Procedure is prohibited.

### HOW TO FILE A GRIEVANCE

All formal complaints and grievances filed with the Director of Student Success will be investigated by a Student Grievance Committee comprised of the Academic Affairs and Student Affairs Departments and/or appropriate staff or faculty members.

The Student Grievance Committee will meet with all respective parties to reach an amicable resolution. All parties will have equal voice in the discussion with the hope of resolving any dispute through constructive discourse. In the event a complaint or grievance cannot be resolved through discussion within the Student Grievance Committee, a student may give written expression to hold a hearing with the Executive Leadership Team.

### STANDARD OF EVIDENCE

The preponderance of the evidence standard "more likely than not" will be used for investigating and making findings.

### TIMEFRAME FOR GRIEVANCE PROCEDURE

The college will make its best efforts to complete the Grievance Procedure within thirty (30) days of receipt of the complaint. However, because the length of investigations may vary due to the complexity and unique factors of each case, the timeframe may be extended for good cause to ensure that resolution of the Grievance Procedure is prompt, but also adequate, fair, and impartial.

If a student does not feel that the committee has adequately addressed a complaint or concern, the student must first make all attempts to resolve the matter directly with the institution by contacting the Director of Student Success for further discussion.

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After the student has made all attempts to resolve the issue with the college, the student may contact the following external agencies for a review of the complaint:

WASC Senior College and University Commission (WSCUC)  
985 Atlantic Avenue  
Suite 100  
Alameda CA 94501  
[www.wscuc.org](http://www.wscuc.org)

The Illinois Board of Higher Education (IBHE)  
431 East Adams, 2nd Floor  
Springfield, Illinois 62701-1404  
<http://complaints.ibhe.org>

Bureau for Private Postsecondary Education  
2535 Capitol Oaks Drive, Suite 400  
Sacramento, CA 95833  
[www.bppe.ca.gov](http://www.bppe.ca.gov)