

Los Angeles Harbor College
Distance Education Committee
March 13, 2013

Distance Education Student Complaints, Procedures, Policies and Resolution

In compliance with the new regulations, an institution **offering distance education** must provide enrolled and prospective students with contact information for filing complaints with its accrediting agency and with the appropriate state agency for handling complaints in the student's state.

Los Angeles Harbor College Accreditation

Los Angeles Harbor College is regionally accredited by the [Western Association of States and Colleges](#) (WASC). For our most recent accreditation documentation and status - <http://www.lahc.edu/govplanning/index.html>

The Commission has authorized Los Angeles Harbor College to offer [Associate Degrees](#) and Certificates.

Complaint Policies and Procedure

The Commission (WASC) receives complaints about substantive matters that are related to the quality of the institution or its academic programs. All such complaints are judged against the Commission's standards in *Characteristics of Excellence*.

Complaints must be written, signed, and addressed to the President of the Commission. However, the Commission investigates these complaints only when the complainant has exhausted all of the institution's appeal procedures.

For more information, see the [Commission's policy statement](#) and [the complaint form](#)

The Commission (WASC) will address concerns that are clearly related to an accreditation action taken by the Commission. However, the Commission is not a judicial or quasi-judicial body, and therefore cannot settle disputes between individuals and

institutions, whether these involve students, faculty, administration, or members of other groups. Examples of these would be a student's complaint about a grade received from a faculty member or a faculty member's complaint about his or her hiring or continued employment.

Complaint resolution contacts by state

In compliance with Federal Department of Education regulations, [click this link](#) for information about filing consumer complaints in the states in which LAHC students might reside and take its distance [education courses](#) or programs. For state contact information - [click here](#).

If you need additional assistance in locating state complaint procedures, please contact the DE Coordinator in the office of Academic Affairs 310-233-4020

Los Angeles Harbor College Student Grievance Procedures

LAHC has a Student Grievance Procedure that you are encouraged to utilize.

For complaints regarding instruction, the student should first meet with the instructor. The student should next meet with the division chairperson, and if the problem is not resolved at the divisional level, to the area dean. To file a grievance the student should contact the College Ombudsman and file a written Statement of Grievance within 30 instructional days of the incident. - check the [College Catalog](#) for further details on this procedure. For further information contact the Office of Student Services - phone – 310-233-4031

For disability-related complaints, the student may contact the DSP&S Coordinator, Vice President of Student Affairs for assistance in filing the complaint or to obtain a complaint form.

For further information and problems concerning logging into online courses please contact the office of academic Affairs at 310-233-4020.