

Mount Tamalpais College

Complaint Procedures

Mount Tamalpais College (MTC) is committed to providing a prompt and equitable means of resolving student complaints. Accordingly, MTC maintains procedures for student complaints about policies and procedures and grades. Whenever possible, we address complaints with the goal of restoring relationships, repairing harm, and strengthening our community. *Please speak with an MTC administrator if you have any questions about how to proceed with your complaint.*

Complaints about College Policies and Procedures

Students who are dissatisfied with a campus policy or procedure, or with the conduct of MTC staff are entitled to file a complaint. You may file complaints against actions by MTC employees in areas including, but not limited to, the exercise of rights of free expression, violation of published MTC rules, or violation of administrative regulations. There will be no consequences for your status at MTC if you file a complaint.

*For complaints about college policies and procedures, students should fill out the **Policies and Procedures Complaint Form**.*

Complaints about Grades

MTC is committed to fairness and transparency in grading practices and takes student concerns very seriously. Students are entitled to advocate for clarity on grades and reconsideration of any grade given. There will be no consequences for students' grades or status at MTC if they choose to request further review of a grade.

*For complaints about grades, students should fill out the **Grade Appeal Form**.*

Complaints to External Bodies

Please see the reverse side of this form for information about complaints to the Accrediting Commission for Community and Junior Colleges (ACCJC) or to CDCR.



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Complaints to External Bodies

Mount Tamalpais College takes its students' complaints and concerns very seriously. Most complaints should be resolved through our internal complaint review and resolution process (which is initiated when a student fills out one of the complaint forms listed above). If your complaint is not resolved through this process and you would like to pursue it further, you may submit a complaint to the Accrediting Commission for Community and Junior Colleges (ACCJC) or to the California Department of Corrections and Rehabilitation (CDCR).

Complaints to ACCJC

If your complaint concerns our compliance with academic program quality and accrediting standards, you may file a complaint with ACCJC using the following process:

1. Read the attached [“Policy on Student and Public Complaints Against Institutions”](#) carefully to determine whether your complaint falls within the scope of Commission policy and is eligible to be reviewed.
2. Complete all applicable sections of the attached [Complaint Form](#). Incomplete forms will not be reviewed.
3. Mail your Complaint Form to:

The Accrediting Commission for Community and Junior Colleges
Western Association of Schools and Colleges
10 Commercial Boulevard, Suite 204
Novato, CA 94949

Complaints to CDCR

CDCR has authorized Mount Tamalpais College to operate inside San Quentin State Prison. If your complaint is related to assignments, or “any decision, action, condition, policy or regulation that has a material adverse effect upon your welfare and for which there is no other prescribed method of departmental review/remedy available,” you may file a 602 appeals form with CDCR.

