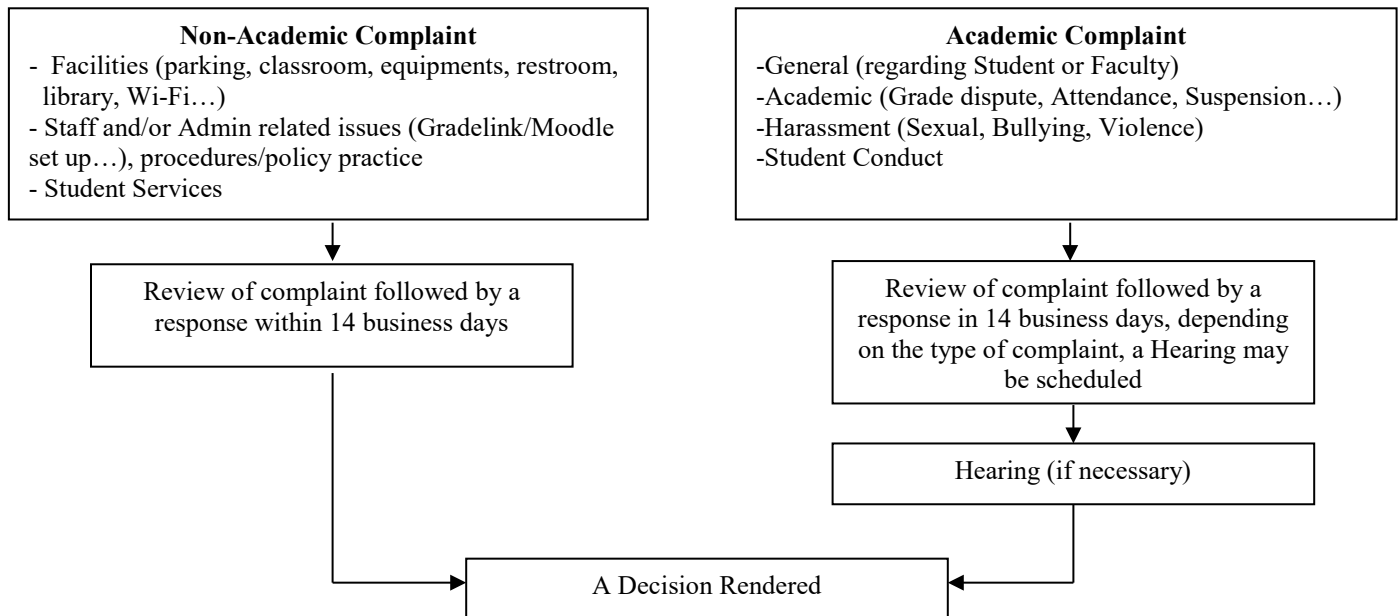




COMPLAINT PROCESS

Students should attempt to resolve any grievances they may have with the school first. However, should attempts to resolve grievances with the appropriate school officials fail, students may contact: The Bureau of Private Postsecondary Education by calling Toll Free (888) 370-7589 or log on to their website at <http://www.bppe.ca.gov>.

The Complaint Process:



You are encouraged to follow the complaint process outlined in the **Student Catalog** and **Student Handbook** before filing a complaint with the school.

It is extremely important to provide evidence to support your complaint. Be sure to save a copy of your complaint and all documents submitted. Do not send originals as they cannot be returned. CTSB considers all complaints important and will process your complaint and provide a response in a timely manner.

Thank you for your patience during the complaint process. To obtain updates regarding the status of your complaint or for other questions, please contact the Office of Student Services at (213)-484-4440 or email admin@catu.edu.



STUDENT COMPLAINT FORM

Name: _____ Date: ___/___/___ Case Number: _____
Last First

Phone number: _____ E-mail address: _____
Program of Study [] Master of Business Administration (MBA) [] Associate of Arts in Accounting (AA)
Applicable Quarter/Year [] Winter [] Spring [] Summer [] Fall / Year _____

What is the complaint about? (please check all that applies):
[] Academic [] General (Student or Faculty)
[] Academic (Grade dispute, Attendance, Suspension, Probation, Integrity dispute)
[] Harassment (Sexual, Bullying, Sexual Violence)
[] Student Conduct
[] Non-academic [] Financial (Tuition-related, Payment plan, Scholarship, Refund...)
[] Staff/Admin-related issues (Gradelink, Moodle, Set-up, Email, Communication,..), procedure/policy practice
[] Student Services (Student Club, Guest Speaker, Workshop, e-Newsletter, Orientation, Graduation,..)
[] Facilities (library, classroom, learning equipment, restrooms, student lounge, library, parking, lost items, Wi-Fi...)
[] Others Specify the issue that you would like to complain about:

Please write down your complaint: (provide details and any and all evidence like date, time and parties involved)
for Student/Faculty/Staff-related complaints, please proceed to answer the questions on the next page ->

I understand that the foregoing statements are true and correct to the best of my knowledge.

Student Name Signature Date

Office of Student Services Signature Date

To be able to better address your academic-related complaints, please answer the following questions:

1. Did you read about Grievance Policy on the Student Handbook? Yes No

2. Does this complaint concern a class or your Professor? Yes No
 a. If yes, did you discuss the problem thoroughly with the Professor? Yes No
 Subject: _____ Name of the Professor: _____
 Date: ___/___/_____
 b. What was the outcome of your discussion?

3. Does this complaint concern a Staff? Yes No
 a. If yes, did you discuss the problem thoroughly with the Staff? Yes No
 Name of the Staff: _____
 Date: ___/___/_____
 b. What was the outcome of your discussion?

4. Does this complaint concern a fellow Student? Yes No
 a. If yes, did you discuss the problem thoroughly with the Student or Professor? Yes No
 Subject: _____ Name of the Student/ Professor: _____
 Date: ___/___/_____
 b. What was the outcome of your discussion?

5. If you did not do any of the above, please explain why?

 Student Name Signature Date

 Office of Student Services Signature Date

OFFICE USE ONLY

Student Status	<input type="checkbox"/> Applicant (Initial / COS/ Transfer)	<input type="checkbox"/> Continuing Student	<input type="checkbox"/> Graduating Student
	<input type="checkbox"/> Withdrawing (Transfer-out / Terminate)	<input type="checkbox"/> Others _____	
Academic Performance	Overall GPA: _____	Total Units Earned: _____	Failing Marks: _____

Advice Given:

Resolution:

 Adviser/Decision Maker Signature Date