STUDENT GRIEVANCES AND COMPLAINTS

I. INTRODUCTION
The UC San Diego Student Complaint Policy has been implemented to facilitate resolution of complaints by students claiming to have been the subject of University action which may violate federal law or University Policy. By adapting or inserting the actual language of the Policy on Student Grievance Procedures (Section 110.00) of the University of California Policies Applying to Campus Activities, Organizations and Students, this Policy remains consistent with the system wide Policy. The complete Policy can be found at UCOP's website at http://policy.ucop.edu/doc/2710531/PACAOS-110.

II. CAMPUS CONSULTATION
This Policy was revised by the Office of Student Conduct in consultation with the Student Conduct Standards Group and UC San Diego campus community.

III. STUDENT COMPLAINT POLICY
This policy describes the UC San Diego student complaint policy and meets the minimum requirements of applicable anti-discrimination and privacy laws. It is not intended to replace other complaint procedures such as those available with the U.S. Department of Education, Office of Civil Rights. Participation in any internal processes does not extend external filing deadlines. The complainant has the responsibility of complying with all non-University judicial and administrative filing deadlines.

Civil or criminal law remedies, including injunctions, restraining or other court orders, and monetary damages, also may be available to complainants. However, this policy serves as the sole remedy within the University for complaints relating to the alleged violations described in this section.


B. Complaints relating to alleged sex discrimination under Title IX of the Education Amendments of 1972, applicable federal or state laws, the UC San Diego Policy Applying to Nondiscrimination on the Basis of Sex and University of California Policy on Sexual Harassment will be handled by the Office for the Prevention of Harassment and Discrimination (OPHD) in accordance to the University of California Sexual Violence and Sexual Harassment Policy and the UC San Diego Policy for Reporting and Responding to Sex Violence and Sexual Harassment.

C. Complaints relating to alleged disability discrimination under Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, or the University of California Guidelines Applying to Nondiscrimination on the Basis of Disability will be handled by the Office of Students with Disabilities (OSD) in accordance to the Concerns and Appeals Processes section on the OSD website.

D. Complaints relating to alleged race, color, or national origin discrimination under Title VI of the Civil Rights Act of 1964 will be handled by OPHD in accordance to the University of California Policy on Nondiscrimination and the UC San Diego Procedures for Discrimination and Harassment Complaint Resolution.

E. Complaints relating to alleged age, religion, veteran’s status, medical condition, genetic information, sexual orientation, marital status discrimination, or perceived membership in such groups will be handled by OPHD in accordance to the UC San Diego Policy on Nondiscrimination and the UC San Diego Procedures for Discrimination and Harassment Complaint Resolution.

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F. Complaints relating to requested accommodations for the completion of academic requirements of any course or academic program will be handled in accordance to the UC San Diego Academic Senate Policy on Appeals for Accommodation of Students with Disabilities.

G. Assignment of grades to students enrolled in University courses is the exclusive prerogative of the University faculty. Grade-related complaints will be handled in accordance to Part 1, Section 502 of the General Regulations of the UC San Diego Academic Senate Manual.

H. Non-grade related academic complaints made by undergraduate students will be handled in accordance to the Procedures for Undergraduate Petitions for Exceptions to Academic Senate Regulations. The Procedures for Graduate Petitions for Exceptions to Academic Senate Regulations govern other non-grade related academic complaints made by graduate students.

I. Academic-related complaints involving School of Medicine students will be handled in accordance to the UCSD School of Medicine Advisor and Student Handbook. Those involving Skaggs School of Pharmacy students will be handled in accordance to the Policy on Student Complaints.

J. Complaints relating to denial of contract terminations not approved by the respective residential life office should be submitted to Housing Dining Hospitality and will be handled by the Undergraduate Housing Appeals Committee.

K. Complaints related to late applications for new student housing, late applications for room selection, missing a Room Selection deadline and/or reversals or reductions in cancellation fees should be submitted directly to Housing Dining Hospitality for review by the Undergraduate Housing Appeals Committee.

L. Complaints relating to Associated Residential Community Housing (ARCH) policies, practices, or decisions will be handled by the Associated Residential Community Housing Advisory Committee in accordance to the ARCH Handbook.

M. Complaints relating to alleged misconduct of UC San Diego Police Department staff will be handled by the department's Internal Affairs division. Complaints can be filed on the department's website.

N. Complaints relating to denial of requests for information under the Freedom of Information Act, California Information Practices Act, and/or the California Records Privacy Act should be directed to the Office of Policy and Records Administration.

O. Complaint types not addressed above may be reported by filing a complaint through the University of California Whistleblower Hotline.