

# COMPLAINT PROCESSES

## COLLEGE POLICIES RULES AND REGULATIONS

Listed below are resources available to persons who wish to file a complaint at SMC. Students who have a complaint should go to the website for the applicable resource below and follow the complaint processes of that area.

Resources	Areas of Responsibility	Contact Information
<b>Ombuds Office</b>	<p>The Ombudsperson acts as a listening ear, conciliator, mediator, and resource for students with problems involving SMC faculty, administrators/managers, staff, and other issues. The Ombuds Office can maintain confidentiality if requested. Please contact the Ombuds Office regarding:</p> <ul style="list-style-type: none"> <li>• Grade disputes.</li> <li>• Student complaints regarding faculty, administrators/managers, staff, or other issues at SMC.</li> <li>• Sexual harassment or violence.</li> </ul>	<p>smc.edu/ombuds 310-434-3986</p>
<b>Student Judicial Affairs Office</b>	<p>The Student Judicial Affairs Office upholds the Student Conduct Code, the Academic Conduct Code, and the Honor Code to promote a safe learning environment at SMC. Please contact Student Judicial Affairs regarding:</p> <ul style="list-style-type: none"> <li>• The student discipline process or student discipline issues.</li> </ul>	<p>smc.edu/judicialaffairs 310-434-4220</p>
<b>Admissions &amp; Records Office</b>	<p>The Admissions &amp; Records Office oversees matriculation-related processes, student records, and FERPA (the federal law mandating privacy of student information). Please contact the Admissions &amp; Records Office regarding:</p> <ul style="list-style-type: none"> <li>• Complaints about the matriculation process.</li> <li>• Complaints about student records or FERPA-related concerns.</li> <li>• Challenging the content of student records.</li> <li>• Appeals concerning residency determination, loss of priority enrollment, petitions for special consideration.</li> <li>• Formal grade appeal petitions.</li> </ul>	<p>smc.edu/admissions 310-434-4380</p>
<b>Office of Student Life</b>	<p>The Office of Student Life oversees matters related to student life on campus. Please contact the Office of Student Life regarding:</p> <ul style="list-style-type: none"> <li>• Complaints about publicity materials posted around campus that are deemed offensive.</li> </ul>	<p>smc.edu/studentlife 310-434-8101</p>
<b>Campus Police Department</b>	<p>The SMC Campus Police Department provides law enforcement, crime prevention, investigation, security, and parking and traffic control services at SMC. Please contact Campus Police regarding:</p> <ul style="list-style-type: none"> <li>• Complaints about crimes (including sexual violence). Also, Campus Police</li> </ul>	<p>smc.edu/police 310-434-4300</p>

Resources	Areas of Responsibility	Contact Information
	<p>can provide assistance with situations involving safety and emergencies.</p>	
<p><b>Office of Human Resources</b></p>	<p>The Office of Human Resources oversees H.R.-related policies and procedures at SMC. Please contact the Office of Human Resources regarding:</p> <ul style="list-style-type: none"> <li>• Unlawful discrimination or harassment, including sexual harassment.</li> <li>• Complaints about violations of the District's policy regarding workplace/ campus violence and anti-bullying.</li> <li>• Employee grievances under the District's collective bargaining agreements.</li> <li>• Complaints concerning District personnel.</li> <li>• For general assistance about complaints, information about where to file a complaint, and information about whistleblower complaints.</li> </ul>	<p>smc.edu/humanresources 310-434-4415</p>
<p><b>Office of Risk Management</b></p>	<p>The Office of Risk Management oversees environmental compliance, occupational health and safety, and the District's insurance coverage for property, liability, and workers' compensation. Please contact the Office of Risk Management regarding:</p> <ul style="list-style-type: none"> <li>• Work-related injuries.</li> <li>• Student injuries.</li> <li>• Claims against SMC regarding injury or damage to persons or personal property.</li> <li>• Non-crime-related safety concerns.</li> </ul>	<p>smc.edu/riskmanagement 310-434-4102</p>
<p><b>Confidential Reporting Hotline</b></p>	<p>Complaints can be made to confidentially to the Confidential Reporting Hotline. Please contact the Confidential Reporting Hotline regarding:</p> <ul style="list-style-type: none"> <li>• Complaints about unethical, illegal, or unsafe situations at SMC.</li> </ul>	<p>reportlineweb.com/smc 800-566-8240</p>
<p><b>California Community Colleges Chancellor's Office</b></p> <p><b>*Non-SMC agency</b></p>	<p>The Chancellor's Office is the agency that oversees the community colleges in California. SMC employees, SMC students, and members of the public who wish to file unlawful discrimination and harassment complaints, including sexual harassment complaints, can do so directly with the Chancellor's Office.</p>	<p>CCC Unlawful Discrimination Complaint Procedures 916-445-8752</p>
<p><b>Accrediting Commission for Community and Junior Colleges (ACCJC)</b></p> <p><b>*Non-SMC organization</b></p>	<p>ACCJC is the agency that oversees SMC's accreditation. Complaints regarding SMC's compliance with academic program quality and accrediting standards can be filed with ACCJC.</p>	<p>accjc.org/complaint-process</p>
<p><b>California State Audit or Whistleblower Hotline</b></p> <p><b>California State Attorney General's Whistleblower Hotline</b></p> <p><b>California State Personnel Board</b></p> <p><b>*Non-SMC agency</b></p>	<p>Reports about suspected improper activities of employers or complaints of retaliation resulting from whistleblower activities may be reported to these state agencies.</p>	<p>auditor.ca.gov/hotline 800-952-5665</p> <p>oag.ca.gov/contact/whistleblower 800-952-5225</p> <p>spb.ca.gov/whistleblower/ 800-653-1403</p>

