

OCAC GRIEVANCE PROCEDURE

A student who has experienced academic, personal, or other kinds of conflict with a faculty or staff member may initiate a course of due process, which begins with the appropriate department head and progresses to the academic dean and then the college president. Disciplinary and grievance procedures are made available to every student upon matriculation (at orientation), and upon request are available through the registrar's office and the student services' office.

If the student remains dissatisfied with the outcome their grievance after the grievance process is complete, they may file a complaint for external review, through the College's accrediting body, The Northwest Commission on Colleges and Universities (NWCCU).

NWCCU COMPLAINT INFORMATION

The Northwest Commission on Colleges and Universities considers complaints regarding member or candidate institutions only when the reported conditions are substantially documented and are related to the Commission's eligibility requirements, standards, and policies. Complaints must be submitted in writing with an original signature of the complainant and addressed to the President, Dr. Sandra E. Elman.

The Commission assumes no responsibility for adjudicating isolated individual grievances; however, it may investigate individual complaints and reports to determine whether they reflect conditions within an institution that affect the quality of its programs or are detrimental to the general welfare. **Before considering a complaint against a member or candidate institution, the Commission requires evidence that all relevant institutional grievance procedures have been exhausted.** Complaints reviewed by the Commission are judged against the Commission's accreditation criteria in accordance with Policy A-14 Complaints Regarding Member or Candidate Institutions. (Available on the NWCCU website.)

The Commission interprets its complaint procedures to defer to courts when litigation is instituted over the same issue brought to the Commission by a complainant. This shall be Commission procedure unless a preliminary review by Commission staff of the complaint and the institution's response clearly indicates serious non-compliance with a Commission standard.

Dr. Sandra E. Elman, President
8060 165th Ave. NE
Suite 100
Redmond, WA 98052

The Commission office may be reached by phone at 425/558-4224 or by fax at 425/376-0596.