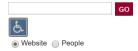
Norco College Archived Website before 2018



Norco College > Complaint Procedures



Complaint Procedures

In its goal to provide quality instruction and service, Norco College provides students access to appropriate College staff and administration to resolve questions and concerns about Norco College staff, policies, procedures, or other actions or inactions of the College. Norco College and its employees make every effort to serve students courteously and efficiently, including acting in accordance with college policies and state and federal laws. Individuals dissatisfied with a campus policy or the conduct of a college employee can bring a complaint, a written or verbal notice of dissatisfaction, to the attention of the appropriate faculty, staff, or administrator at any time. If a problem is identified, applicable remedies will be put in place as soon as possible. Before filing a complaint, individuals should make every effort to resolve their dissatisfaction informally with the college personnel immediately involved. If addressing an issue informally does not lead to satisfactory resolution, the individual may register a complaint with the appropriate supervisor or administrator in alignment with the appropriate administrative procedure below. Complaints escalating to this level must be submitted in writing so that the appropriate administrator can investigate your complaint and respond.

Student Grievance Process for Instruction and Grade Related Matters AP 5522

Student Grievance Process for Matters Other Than Instruction, Grades, or Discipline AP 5524



Complaint Process Forms

- Student Consultation Request Form
- Student Request for Formal Hearing

Discrimination / Harassment Complaint Reporting

California Community College Chancellor's Office (CCCCO) **Complaint Reporting**

Accrediting Commission for Community and Junior College (ACCJC) **Complaint Reporting**

Links

- APPLY NOW
- WEBADVISOR
- MyPORTAL
- Accelerated Certificate &
- Employment (ACE)

 Admissions and Records
- Accreditation
- Assessment Center
- Athletics
- Bookstore
- Career Center
- Class Cancellations Class Schedule
- College Committees College Police
- Counseling
- Disability Resource Center (DRC)
- Distance Education
- Employee Directory
- Enrollment Fees
- Financial Aid
- Future Employees
- GradGuru Learning Resource Center
- Library
- Lynda.com@Norco
- National Center for Supply Chain Automation
- Parking
- Puente
- Safety and Emergency Planning
- Standards of Student Conduct
- STEM
- Strategic Planning
- Student Employment
- Student E-Mail Student Handbook
- Study Abroad
- Transfer Center
- Tutorial Services
- UMOJA
- Wireless Access (WiFi)



Privacv FERPA EEO Comments/Suggestions Clery Reports Section 508 Title IX Complaint Procedures

Report a Problem Directions











Norco College current Webpage

https://www.norcocollege.edu/Pages/complaint.aspx



Norco College

About Us

Academic Affairs

Business Services

Campus Map

College Police

Office of the President

Strategic Development

Student Services

Complaint Procedures

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- Student Discipline Procedures AP 5520
- Student Grievance Process for Instruction & Grade-Related Matters AP 5522
- Student Grievance Process for Matters Other Than Instruction, Grades, or Discipline AP 5524

Complaint Process Forms

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Complaint Reporting

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Leave a message

