



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

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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

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