

See bottom of last page for evidence that students can file complaints with outside institutions

<https://www.craftonhills.edu/utilities/contact-us/student-complaints>

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## Student Complaints

It is recommended that general concerns and complaints be filed at the lowest possible level, with the supervising manager of the area of concern. However, if such processes have occurred without resolution, you may file a formal complaint to one of the areas below:

| Complaint                         | Nature of Complaint  |
|-----------------------------------|--|
| Employee Concerns                 | To file a complaint against a district employee, contact the Vice Chancellor of Human Resources & Police Services, Kristina Hannon, at <a href="mailto:khannon@sbccd.edu">khannon@sbccd.edu</a> or 909-388-6937. |
| <a href="#">Public Concern</a>    | Topics involving unenrolled students with matters of customer services recommendations, obtaining meeting space, freedom of speech.  |
| <a href="#">Safety Report</a>     | Areas concerning a condition, practice, or violation that can cause physical harm, property loss, and/or environmental impact.   |
| <a href="#">Student Complaint</a> | Issues involving enrolled students' concerns, about Customer Service, Grade Appeal, Face Covering, or Classroom Concerns.  |

### Title IX–Sexual Harassment and Unlawful Discrimination

The U.S. Department of Education's Office for Civil Rights (OCR) enforces, among other statutes, Title IX of the Education Amendments of 1972. Title IX protects people from discrimination based on sex in educational programs or activities that receive Federal financial assistance. Title IX states that:

*"No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance."*

Beginning July 1st, 2015 the OCR requires that all students and employees participate in annual Title IX training and awareness of unlawful discrimination. OCR vigorously enforces Title IX to ensure that institutions that receive federal financial assistance comply with the

law. OCR evaluates, investigates, and resolves complaints alleging sexual harassment and/or unlawful discrimination. OCR also conducts proactive investigations, called compliance reviews, to examine potential systemic violations based on sources of information other than complaints

San Bernardino Community College District does not discriminate on the basis of age, color, creed, religion, disability, marital status, veteran status, national origin, race, sex, sexual orientation, gender identity or gender expression.

To report a Title IX (discrimination) complaint, please go to [Student Conduct](#)

If the college's complaint procedures have been exhausted, a complaint may be filed with the following agencies:

**California Chancellor's Office**

California Community Colleges Chancellor's Office  
1102 Q Street, Suite 4550  
Sacramento, CA 95811  
916-445-8752

**U.S. Department of Education's Office of Civil Rights**

San Francisco Office  
Office for Civil Rights  
U.S. Department of Education  
50 Beale Street, Suite 7200  
San Francisco, CA 94105-1813  
415-486-5555  
[ocr.sanfrancisco@ed.gov](mailto:ocr.sanfrancisco@ed.gov)

**Accrediting Commission for Community and Junior Colleges**