

STUDENT GRIEVANCE

Complaints

LBCC is committed to resolving problems students may encounter while working within the guidelines and policies established by the state of California and the Board of Trustees. Students with complaints, including but not limited to curriculum, class scheduling, faculty, non-instructional faculty, staff, or employees should attempt to resolve the issue informally and are encouraged to submit a Public Incident Report found on the web at <https://www.lbcc.edu/student-affairs> (<https://www.lbcc.edu/student-affairs/>). The informal process consists of speaking with the faculty member first, unless the complaint is about staff or employees, then speaking with the area department chair or manager and, if necessary, Human Resources. If the complaint is one of abuse, it should be referred directly to Human Resources.

Student Grievance Policy

For specific information on both policy and process for student grievances, go to <https://www.lbcc.edu/post/5000-procedures> (<https://www.lbcc.edu/post/5000-procedures/>) to access AP 5530. To formally initiate the grievance process, submit a Public Incident Report found on the web at <https://www.lbcc.edu/student-affairs> (<https://www.lbcc.edu/student-affairs/>). If the grievance is one of abuse, it should be referred directly to Human Resources.