

**OHLONE COLLEGE**

**STUDENT COMPLAINTS AND APPEALS**

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The following chart summarizes the appropriate channels to be used by a student wishing to request a review of an action or decision. The chart indicates the type of concern as well as the point of initial action or decision. For further information concerning any aspect of students' complaints or rights of appeal, students should contact the Office of the Vice President, Student Services located in building 7, room 7122, Fremont campus, (510) 659-6262; or the Office of the Associate Vice President, Academic Affairs, room 1217, Newark Center for Health Sciences and Technology, (510) 742-2302.

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**TYPE OF CONCERN**

**CONTACT**

**Academic Matters**

Progress Dismissal

- 1) College Policy – Catalog
- 2) Counselor

Grades

- 1) Instructor
- 2) Dean

**Admissions**

- 1) Admissions & Records Staff
- 2) Director, Admissions & Records

**Complaints**

Academic

- 1) Instructor
- 2) Dean

General

- 1) Director/Coordinator of Area

**Disability Complaints**

(including 504)

- 1) Associate Vice President, Human Resources & Training

**Student Discipline**

- 1) Vice President, Student Services

**Discrimination**

Race, Sex, Age

- 1) Instructor/Counselor/Dean
- 2) Vice President, Academic Affairs

**Financial Aid**

- 1) Financial Aid Staff
- 2) Director, Financial Aid

**Matriculation**

- 1) Dean of Counseling

**Payment or Refund of Fees  
& Non-Resident Tuition**

- 1) District Cashier

**Residence Determination**

- 1) Admissions & Records Staff
- 2) Director, Admissions & Records

**Sexual Harassment**

Student-to-Student

- 1) Vice President, Student Services

Faculty-to-Student

- 1) Dean
- 2) Vice President, Academic Affairs AND Associate Vice President, Human Resources & Training

(see reverse)

**TYPE OF CONCERN**

**CONTACT**

**Student Records**

(Family Educational Rights  
and Privacy Act – FERPA)

- 1) Admissions & Records Staff
- 2) Director, Admissions & Records

**Matters Not Listed**

College Policy or Staff

**Appeals After Utilize  
Administrative Procedures**

College President

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Students are urged to carefully read information provided in the College Catalog, Schedule of Classes, and other college publications. The College Policy Manual may be consulted on the Ohlone College website ([www.ohlone.edu/org/board/policy](http://www.ohlone.edu/org/board/policy)).

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