

## **Woodbury University's Complaint Resolution Process**

Woodbury University takes complaints and concerns regarding the institution seriously. Woodbury is committed to ensuring that all student complaints are resolved using a clear, fair and reliable process. The University treats complaints seriously and ensures all processes are clear, prompt, confidential and fair to all parties. If a student has a complaint regarding the University or one of its schools, the student may present said complaint or grievance according to the applicable policies and procedures found in the Woodbury University Catalog and summarized below.

### **University Complaint Policies and Procedures**

#### ***Academic Complaints***

University policy on academic grievances is outlined within the University Catalog under "[Student Rights](#)." Students are required to follow the process steps outlined in the Catalog in the order, and without omission, as they are presented in the [Catalog](#).

#### ***Student-Student Complaints***

When a student has a complaint about another student, that will fall under the [Student Conduct Policy](#) in the [Student Handbook](#).

#### ***Student-Employee Complaints***

When a student has a complaint about an employee they should contact the Office of Human Resources at [hr@woodbury.edu](mailto:hr@woodbury.edu) or by phone 818-252-5108.

#### ***Billing/Tuition Complaints***

Students who have a complaint about billing or tuition can contact the Accounts Receivables Supervisor at [studentaccounts@woodbury.edu](mailto:studentaccounts@woodbury.edu) or 818-252-5243.

#### ***Disability Accommodations***

Students, who believe they have been subjected to discrimination on the basis of disability, or have been denied access to services or accommodations as required by law, should contact the institution's Coordinator of Disabilities and Accessibility Services at [disabililites@woodbury.edu](mailto:disabililites@woodbury.edu).

#### ***Financial Aid Complaints***

Students who have a complaint about Financial Aid can contact the Director of Financial Aid at [finaid@woodbury.edu](mailto:finaid@woodbury.edu) or 818-252-5227.

#### ***Sexual Misconduct and Title IX Violation Complaints***

Woodbury University is committed to providing a non-discriminatory and harassment-free educational, living and working environment for all members of our community including students, faculty, staff, and guests. All members of the campus community are expected to conduct themselves in a manner that does not infringe upon the rights of others. The [Sexual Misconduct \(Title IX\) Policy](#) prohibits all forms of sexual misconduct, including sexual harassment, sexual assault, stalking, intimate partner violence, and sexual exploitation. Misconduct of this nature is contrary to Woodbury's institutional values and prohibited by state and federal law.

All members of the University community, even those who are not obligated by this policy, are strongly encouraged to report information regarding any incident of sexual misconduct to the Title IX Coordinator.

Title IX Coordinator: Naira Zakarian, Senior Director, Human Resources  
Hensel Hall  
818.252.5110  
[naira.zakarian@woodbury.edu](mailto:naira.zakarian@woodbury.edu)

### ***Veteran Affairs Complaints***

Students who have a complaint regarding Veterans Services at Woodbury, can contact the Progress Evaluator at [registrarmailbox@woodbury.edu](mailto:registrarmailbox@woodbury.edu).

### ***Other Complaints***

A student who has a complaint concerning academic program quality and/or accrediting standards (including complaints that the University has violated state consumer protection laws) that does not fit into any of the above categories is invited to contact the Office of the Academic Affairs at 1-818-252-5116 or [AcademicAffairs@woodbury.edu](mailto:AcademicAffairs@woodbury.edu).

## **Resolution Options Outside of the University**

It is expected that students will fully utilize any/all of the University's administrative procedures to address concerns and/or complaints in as timely a manner as possible. Students are encouraged to utilize the Woodbury University's internal complaint or review policies and procedures prior to filing a complaint with a state agency. On occasion, however, a student may believe that these administrative procedures have not adequately addressed their concerns. In those select cases, the following government and state agencies may be contacted:

### **Bureau for Private Postsecondary Education**

An individual may contact the Bureau for Private Postsecondary Education for review of a complaint. The bureau may be contacted at:

California Bureau for Private Postsecondary Education  
P. O. Box 980818.  
West Sacramento, CA 957-98-0818  
Phone 888.370.7589

<http://www.bppe.ca.gov/enforcement/complaint.shtml>

### **Western Association of Schools and Colleges (WASC) Senior College and University Commission**

An individual may also file a complaint with the Western Association of Schools and Colleges (WASC) Senior College and University Commission at the following link:

<https://wascsenior.box.com/shared/static/qlfs91c4lujckblp2puy.pdf>

### **Office of Civil Rights**

If you believe you have been discriminated or retaliated against on the basis of race, color, national origin, sex, disability, or age, you may file a complaint with the Office of Civil Rights at the following link: <https://www2.ed.gov/about/offices/list/ocr/complaintintro.html>

### **State-by-State Consumer Protection Agencies**

Students who live in a state other than California may also contact their State Consumer Protection Agency. See the following list of all [State Consumer Protection Agencies](#).

### **California Department of Consumer Affairs**

Students may also contact the California Department of Consumer Affairs – Consumer Assistance with complaints. The toll-free telephone line, (800) 952-5210, is staffed Monday through Friday from 8:00am-4:50pm except the first and third Wednesday of each month. Automated services are available 24 hours a day, seven days a week. Consumer service representatives can answer consumer and licensee questions in 140 different languages, assist in the filing of complaints, mail helpful publications and refer callers to the appropriate government or private agency for more assistance. Hearing-impaired persons may call TDD (800) 326-2297. Sacramento-area consumers may call (916) 445-1254 or TDD (916) 928-1227.

Department of Consumer Affairs  
Consumer Information Division  
1625 North Market Blvd., Suite N 112  
Sacramento, CA 95834

Attorney General's Office  
California Department of Justice  
Attn: Public Inquiry Unit  
P.O. Box 9044255  
Sacramento, CA 94244-2550

### **Financial Aid**

Students who have an unresolved complaint about Financial Aid, may submit a complaint to the Department of Education Office of Federal Student Aid at <https://studentaid.gov/sa/contact/feedback>

### **Department of Veteran Affairs**

If you believe that a veterans service organization (VSO) representative, or other individual or organization has acted in an illegal or unethical manner, you can file a complaint regarding their conduct. The Office of General Counsel (OGC) of the Department of Veterans Affairs (VA) is authorized to investigate complaints regarding VA-accredited individuals, when appropriate. See [How to File a Complaint](#) for more details.

### **Programmatic Accreditation Agencies**

Students may also contact a variety of other State agencies or State Boards, which are involved in the evaluation and approval of institutional programs, or in the granting of professional certification or licensure. These agencies include, but may not be limited to, the following:

[National Association of Schools of Art and Design \(NASAD\)](#)  
[Association to Advance Collegiate Schools of Business \(AACSB\)](#)  
[Accreditation Council for Business Schools and Programs \(ACBSP\)](#)  
[Council for Interior Design Accreditation \(CIDA\)](#)  
[National Architectural Accrediting Board \(NAAB\)](#)

### **Other**

If you are currently enrolled, or anticipate enrollment, in an educational program that requires State agency or board authorization and/or licensure and do not see it listed here, please contact the Office of Academic Affairs at [AcademicAffairs@woodbury.edu](mailto:AcademicAffairs@woodbury.edu) for further information.