



## NOTICE OF NONDISCRIMINATORY POLICY TO STUDENTS:

Bridges Graduate School admits qualified students of any race, color, national or ethnic origin, sex, age, disability, religion, sexual orientation, gender identity, veteran status, or marital status to all the rights, privileges, programs, and activities generally accorded or made available to students at the Graduate School. Consistent with its obligations under the law, in the administration of the Graduate School's programs and activities, Bridges Graduate School prohibits unlawful discrimination on the basis of race, color, national or ethnic origin, sex, age, disability, religion, sexual orientation, gender identity or expression, veteran status, marital status or any other characteristic protected by applicable law; Bridges Graduate School also prohibits unlawful harassment including sexual harassment and sexual violence. This policy applies to Bridges Graduate School programs and activities both on and off-campus, and in online forums.

The following person has been designated to handle inquiries regarding this nondiscrimination policy:

Bridges Graduate School's Chancellor  
3921 Laurel Canyon Blvd, Studio City, CA 91604, United States  
818.506.1091

## **Complaint / Grievance Policy**

The Bridges Graduate School seeks to resolve student grievances as promptly and informally as possible. No adverse action will be taken against any student initiating a complaint. Students who feel aggrieved regarding any aspect of the academic program have a right to request a resolution by bringing the matter to the attention of the school leadership.

## **Complaints, Grievances, and Appeals**

The Bridges Graduate School of Cognitive Diversity in Education complies with California State Education regulations requiring that institutions have procedures in place for filing complaints and seeking resolution of perceived problems.

## **1. Student Complaints Regarding Academic Issues**

Students have the right to submit a grievance regarding a grade or unfair action if the student perceives that the grade received was awarded capriciously, arbitrarily, or prejudicially. The student must provide a rationale explaining his or her perception at this time. A student may only submit a grievance regarding the final grade for the course. The student may appeal the same grade only once. Confidentiality is essential for all academic review/grievance procedures. Students may seek counsel or advice concerning the academic review process from the Office of the Dean of Graduate Studies.

Prior to submitting an academic grievance, the student must contact the faculty involved to first discuss the concern. If resolution is not achieved, the student may pursue an academic review by initiating a grievance.

### **Step 1**

1. A written petition must be submitted by the student to the Dean of Graduate Studies. This petition should include:
  - a. Name of student
  - b. Course name
  - c. Grade awarded (and being challenged)
  - d. Date student received the grade
  - e. Name of faculty involved
  - f. Date(s) the student met with the faculty
  - g. Reason(s) for the grade challenge and a brief summary of the student's concerns
  - h. Evidence of how the grade was awarded arbitrarily, capriciously, or prejudicially
2. An informal hearing with the student may be called if the student, faculty, or Dean feels it would be beneficial to discuss the complaint.
3. Within seven (7) business days (unless there are special circumstances, such as progression in the program, that require more rapid action), the Dean writes to the student in writing with a decision. A written copy of the decision will also be provided for the faculty for the course.
4. If the student is not satisfied with this decision, the grievance may proceed to Step 2.

### **Step 2**

1. The student submits the complaint petition, including the same information as required in Step 1, to the Provost, including the letter from the Dean of Graduate Studies.
2. The student should retain a copy of the documents submitted for his or her record.
3. The Provost may convene a Grades Appeals Committee (GAC) composed of faculty teaching in other courses, which shall serve in an impartial advisory capacity to the Provost. The manner of appointments and the number of members on the GAC shall be determined by the Provost. The Chairperson of the GAC shall be appointed by the Provost. A decision will be made within seven business days unless there are special circumstances, such as progression in the program, that require more rapid action. The Chairperson of the GAC will make a recommendation to the Provost who will respond to the student in writing with a decision within seven (7) business days. The decision of the Provost is final. A copy of the document stating the recommended decision will be sent to the faculty in charge of the course and the Dean of Graduate Studies.
  - a. The decision of the GAC will either indicate that the grade is indicative of the student's achievement, or the grade is not indicative of the student's achievement. A rationale will be provided. If the GAC recommends reconsideration of the grade, the faculty member will implement the overturned decision within seven (7) business days unless there are special circumstances, such as progression in the program, that require more rapid action.

## **2. Student Complaints Regarding Non-Academic Issues**

Students are encouraged to seek resolution of the perceived problem directly before initiating processes that are more formal. If the complaint involves non-academic issues, the student should address their complaint with the Provost who refers the written complaint petition to the Student Affairs Committee.

The student who does not receive a satisfactory resolution may file a complaint to initiate the formal process no later than 30 days after the occurrence of the alleged grievance by submitting a written complaint petition, which includes:

- a. Name of student
- b. Course name (if applicable)
- c. Date of incident
- d. Name of person(s) involved

e. Brief summary of the concern(s)

The Provost refers the grievance to the Student Affairs Committee who will review the supporting evidence and may interview witnesses within seven (7) business days.

Following the review, the Student Affairs Committee sends a written recommendation to the Provost who considers the grievance and the recommendations of the committee and makes a final determination. The Provost notifies all parties of the decision within seven (7) business days of receipt of the Student Affairs Committee's findings and recommendations.

If the student disagrees with the decision of the Provost, the student may file an appeal with the Chancellor who reviews the initial written complaint petition and the supporting documentation before making a final decision. The Chancellor notifies the student with seven (7) business days of the final decision.

Note: Once the Student Affairs Committee has been convened to hear a complaint, principals and committee members shall have the obligation to maintain the confidentiality of the proceedings and of all materials presented.

### **3. Student Complaints Regarding Discrimination**

If the complaint involves alleged harassment or discrimination based on race, sex, ethnicity, national origin, sexual orientation, religion, age, disability, or marital or veteran status, the student should report the alleged acts of discrimination immediately to the Provost for a confidential discussion of the alleged acts. Students have 90 days from the alleged act of discrimination to file a complaint. These grievances are addressed through the Office of the Chancellor who responds to students within seven (7) business days following receipt of their complaint.

### **4. Student or Staff Complaints Regarding Sexual Harassment**

Where sexual harassment has occurred or is alleged to have occurred, Bridges Graduate School takes immediate steps to address the harassment, prevent its recurrence, and discipline or take other appropriate action against those responsible. Please refer questions, issues, and complaints to the Office of the Provost ([gradschoolprovost@bridges.edu](mailto:gradschoolprovost@bridges.edu)) who responds to students within seven (7) business days following receipt of their complaint.

## **5. Complaints about This Institution**

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling Toll-free Telephone #: (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's internet web site: [www.bppe.ca.gov](http://www.bppe.ca.gov).