

INSTITUTIONAL COMPLAINT PROCESS

It is our hope that all LCAD community members who are dissatisfied with the institution, an institutional policy or has a complaint regarding the conduct of a member of the LCAD community is encouraged to direct their complaint to the following individuals. These individuals will meet with you to discuss the complaint process, answer your questions and begin the review of your complaint. Complaints will be taken seriously and investigated in a prompt and thorough manner. If a problem is recognized, the College will take swift and appropriate action.

Complaints Regarding Students

Laura Patrick, Registrar
949-376-6000 x224
lpatrick@lcad.edu

Complaints Regarding Faculty or Institutional Policy and Procedures

Dr. Helene Garrison, Vice President of Academic Affairs
949-376-6000 X240
hgarrison@lcad.edu

Complaints Regarding Employees

Caroline Carlson, Human Resources Manager
949-376-6000 x287
ccarlson@lcad.edu

If you believe that your complaint warrants further attention after exhausting the steps above, you may contact the following:

The Western Association of Schools and Colleges (WASC)

WASC is the academic accrediting body for the Laguna College of Art and Design. For complaints about LCAD's compliance with academic program quality and accrediting standards. <http://www.wascsenior.org/comments>

An individual may contact the **Bureau for Private Postsecondary Education** for review of all other types of complaints. The bureau may be contacted at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, <http://www.bppe.ca.gov>, telephone [\(916\) 431-6924](tel:(916)431-6924) and fax [\(916\) 263-1897](tel:(916)263-1897).

The Bureau accepts all forms of complaints related to the College. More information about filing a complaint with the Bureau can be found on the links below.

bppe.ca.gov/enforcement/faqs.shtml
bppe.ca.gov/enforcement/complaint.shtml.

Laguna College of Art + Design has provided this disclosure to you in compliance with the requirements of the Higher Education Act of 1965, as amended, as regulated in CFR34, Sections 600.9 (b) (3) and 668.43(b). If anything in this disclosure is out of date, please notify the Registrar at 2222 Laguna Canyon Road, Laguna Beach, CA 92651 or by phone at 949-376-6000 x224. The Registrar can also be reached by e-mail at registrar@lcad.edu. This disclosure was last revised on 06/30/2015.