



IBA California

STUDENT COMPLAINT AND GRIEVANCE PROCEDURE

A structured catalog for online business education, institutional policies, academic programs, tuition, admissions, and student services.

➤ STUDENT COMPLAINT AND GRIEVANCE PROCEDURE

IBA California is committed to maintaining a professional, ethical, respectful, and student-centered online learning environment. Students are encouraged to raise concerns, complaints, grievances, or disputes through the institution's established complaint resolution procedures. The institution strives to resolve complaints fairly, confidentially, and in a timely manner through the Office of Student Affairs and Services.

As an online distance education institution, IBA California provides students with multiple electronic methods for submitting complaints and communicating with the institution.

INFORMAL RESOLUTION PROCESS

Students are encouraged, whenever appropriate, to first attempt to resolve concerns informally by communicating directly with:

- the relevant faculty member,
- Student Success Advisor,
- Student Affairs and Services representative,
- or the appropriate academic or administrative department.

Many issues can be resolved promptly through clarification and direct communication.



GRIEVANCE PROCEDURE

FORMAL COMPLAINT SUBMISSION

If the matter is not resolved informally, the student may file a formal complaint through either of the following official institutional channels:

1. Student Portal Ticketing System

Students may submit a formal complaint electronically through the institution's secure Student Portal Ticketing System. The ticketing system allows students to:

- submit complaints,
- upload supporting documentation,
- monitor complaint progress,
- and receive official institutional responses.

Each complaint ticket receives a unique tracking reference number for follow-up and recordkeeping purposes.

2. Student Affairs and Services Email

Students may also submit complaints directly to the Office of Student Affairs and Services through the institution's designated official complaint email address.

Complaints submitted by email should include:

- Student full name;
- Student identification number;
- Description of the concern or complaint;
- Relevant dates and supporting documents;
- Names of individuals involved, if applicable;
- Steps already taken toward resolution;
- Requested resolution or outcome.

COMPLAINT REVIEW AND INVESTIGATION

Step 1 — Acknowledgment of Complaint

The Office of Student Affairs and Services shall acknowledge receipt of the complaint within a reasonable timeframe and initiate preliminary review procedures.

Step 2 — Investigation Process

The institution may:

- review institutional records,
- gather supporting documentation,
- communicate with involved parties,
- consult faculty or administrators,
- request additional information,
- and evaluate the matter in accordance with institutional policies.

The institution shall make reasonable efforts to maintain confidentiality throughout the complaint review process.

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Step 3 — Resolution and Institutional Response

A written response, decision, or proposed resolution shall generally be issued within thirty (30) calendar days from receipt of the formal complaint unless:

- additional investigation is necessary,
- external review is required,
- or unusual circumstances prevent completion within that timeframe.

If additional time is required, the student shall be notified accordingly.

APPEAL PROCESS

If the student is dissatisfied with the outcome of the complaint review, the student may submit a written appeal to the Chief Academic Officer or designated institutional official within fifteen (15) calendar days of receiving the institutional determination.

The appeal must clearly state:

- the reason for the appeal,
- supporting documentation,
- and any additional relevant information.

The decision issued following the appeal review shall generally constitute the institution's final internal determination.

NON-RETALIATION POLICY

IBA California prohibits retaliation against any student who submits a complaint or participates in an institutional investigation in good faith.

Students, faculty, and staff are expected to engage in the complaint resolution process professionally, respectfully, and honestly.



RECORD RETENTION

All complaint records, investigations, communications, and institutional determinations shall be maintained by the institution in accordance with applicable record retention policies, student privacy obligations, and California regulatory requirements.

REGULATORY CONTACT INFORMATION

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by contacting:

Bureau for Private Postsecondary Education

1747 North Market Boulevard, Suite 225

Sacramento, California 95834

Telephone: (888) 370-7589

Website: [BPPE Official Website](#)

A complaint may also be submitted online through the Bureau's official website.

DISTANCE EDUCATION COMPLAINT DISCLOSURE

As an online institution, IBA California accepts and processes student complaints electronically through its Student Portal Ticketing System and official Student Affairs and Services communication channels to ensure accessible and timely student support regardless of geographic location.