



STUDENT COMPLAINT RESOLUTION REFERRAL GRID

Overview:

- This process is designed to address Cuesta College student concerns/complaints. First level concerns or complaints begin with a face-to-face meeting with the Instructor or College Employee prior to completing the formal concern/complaint report. A significant portion of these types of concerns/complaints are often resolved in this first level meeting. Please follow the Academic/Non-Academic Concern/Complaint resolution steps outlined below. Any questions regarding this process should be directed to the Student Support Resolution Coordinator at donna_howard1@cuesta.edu or 805-546-3192.

Instructions:

- Academic:** Before completing the official concern/complaint form, the student should begin by first talking to the Instructor (if the issue is a concern regarding a grade being given in error or due to a miscalculation, the student must meet with the Instructor (1) after the final grade has been issued). If this first level meeting does not result in a resolution, the student should meet with the Division Chair of the appropriate discipline (2) to attempt resolution about any academic matters such as grades or course work. If there is no resolution, the student may then proceed with the [concern/complaint report](#). This will take the concern to the next levels of resolution as outlined in the chart below.
- Non-Academic:** The student should begin by first talking to the Employee (1) and then the Program Supervisor/Dean of the department (2) where the concern occurred. If there is no resolution, the student may then proceed with the [concern/complaint report](#). This will take the concern to the next levels of resolution as outlined in the chart below.

Where to Start:

What is your concern?	Instructor or College Employee	Chairperson Director Supervisor Coordinator (see below)	SLO Dean (SLO and SCC Complaints) SLO 3111 (805) 546-3130 NCC Dean (NCC Complaints) NCC N1129 (805) 591-6220	Vice President Instruction SLO 3160 (805) 546-3122	Vice President Student Success and Support Programs SLO 3172 (805) 546-3116	Campus Police SLO 6600 (805) 546-3205 NCC 1021 (805) 591-6205	Title IX Coordinator Vice President HR SLO 8009 (805) 546-3129
My class or instructor	1	2	3	4	5		
A drop or grade change	1	2	3	4	5		
Another student	1 — In your class	2	3	4	1 — on/off	1 — Immediate	
A College Policy/Procedure		1	2	3	3		
A College Employee	1	2	3	4	4		
*Discrimination					1		1
*Sexual Harassment					1		1
No resolution achieved					1		

**Reports of sexual harassment, civil rights discrimination, or retaliation for filing a sexual harassment or other unlawful discrimination complaint are referred to the Title IX Compliance Coordinator.*



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For a listing of Personnel by Area See “Personnel Referral Guide”

Personnel Referral Guide:

Classes:	Division Chair/Directors/Coordinators	Office	Phone	Associate Dean/Dean
MATH	Math , Denise Chellsen, Division Chair	3434	546-3231	<u>Dean of Instruction – English and Mathematics</u> Oscar Ramos SLO 3160/592-9864
ENGL	English , Steve Leone, Division Chair	3454	546-3176	
BIO	Biological Sciences , Ron Ruppert, Division Chair	2301	546-3230	<u>Interim Dean of Instruction - Biological Sciences, Physical Sciences, Nursing & Allied Health</u> Susan Kline SLO 3160/546-3122
ASTR, CHEM, GEOL, OCEN, PHYS,	Physical Sciences , Bret Clark, Division Chair	2306	546-3230	
EMS, LVN, MAST, NAST, NRAD	Nursing , Monica Millard, Division Chair	2700	546-3119	
PSYCH TECH	Psychiatric Technician , Lindsay Byers	N/A	468-3175	
ART	Fine Arts , Doug Highland, Division Chair	7121	546-3201	<u>Dean of Instruction -Arts, Humanities, Math and Sciences.</u> Madeline Medeiros SLO 3160/ 546-3123
ASL, COMM, FR, GER, JOUR, SPAN	Languages and Communications , Tony Rector-Cavagnaro, Division Chair	6202	546-3178	
DRA, MUS	Performing Arts , John Knutson, Division Chair	7140	546-3195	
ANTH, GEOG, HIST, PHIL, POLS, PSYC, SOC,	Social Science , Brent LaMon, Division Chair	6201	546-3163	
CUL, ECE, EDUC, HDHS, HOSP, NUTR	Applied Behavioral Sciences , Cherie Moore, Division Chair	4031	546-3263	<u>Interim Dean of Instruction - Applied Behavioral Sciences, Business Ed., Engineering & Tech, Kinesiology & Health Sciences</u> Genevieve Siwabessy SLO/3160 546-3276
ACCT, AGB, AGM, AGPS, BUS, CIS, ECON, LGL, PLGL	Business Education , Susan Kline, Division Chair	4302	546-3251	
ARCH, ABOD, ATCH, CNET, CJ, CTCH, EET, ENGR, FTVE, WELD	Engineering & Technology , John Stokes, Division Chair	4301	546-3264	
ATHL, HEED, KINA, KINE, REC, WELL	Kinesiology/Health Sciences & Athletics , Allison Head, Division Chair	1304	546-3207	
PEDS, PDS, WEXP	Personal & Professional Development/Work Experience , Matthew Green, Academic Director	4700	592-9494 (Asst) 592-9229 (Direct)	<u>Director of Institutional Research and Community Engagement</u>



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				Ryan Cartnal SLO 3160/ 546-3933
COUN	Student Success and Support Programs , Glenda Moscoso, Chair	3131D	546-3100 x2333	<u>Dean of Student Success and Support Programs</u> Elizabeth Coria/Genevieve Siwabessy SLO 3160/ 546-3116
ACSK	DSPS- Jen Donaldson, Director	3338	242-0327	
	CaFE- Julianne Jackson EOPS/ Hunter Perry CalWORKs	3131	546-3964	
	Financial Aid and Veterans —Michelle Evans, Associate Director	3126	546-3100 x2321	<u>Associate Dean of Financial Aid and Records</u> Zhrinna McDonald, SLO 3118/ 546-3100 x2238
North County Campus				
ECOL, NABE, NCTE	Continuing Education & Special Programs , Mia Ruiz, Associate Director	2752 (SLO) N1109D (NCC)	SLO: 592-9872 NCC: 591-6273	<u>Dean, North County Campus & Student Success and Support Programs</u> Maria Escobedo, NC Campus Center, 2 nd Floor, N1129 591-6220
CSS/ ESL	College Success Studies & English Second Language , Amy Kayser, Division Chair	Bldg. 3400	546-3189	
LIBRARY	Library & Distance Education , Carina Love, Division Chair	3300	546-3190	
NCC: ENGL, ART, DRA, MUS, LANG COMM, ESL, CSS, SSC, Cont. ED, LIB, Comm Programs	North County Campus Coordinator , Beth Ann Dumas	N3210	592-9506	
	North County Campus Coordinator , Sean Boling	N3219	592-9004	
NCC: BUS ED, ABS, E&T, Children’s Center, KINE/KINA, Entrepreneurship Center	North County Campus Coordinator , Gary Rubin	N3233	592-9432	
PHYS SCI, BIO, SOC SCI, MATH, NURS, ALLIED HEALTH, EMT	North County Campus Coordinator , Elizabeth Lobo	N2430	592-9612	
	North County Campus Coordinator , Jodi Meyer	N2424	592-9618	



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Other Services				
	Public Safety: Dave Millard, Chief		546-3205	
	Student Health Services: Nicole Johnson, Director	SLO 3150 NCC 1013	SLO: 546-3171 NCC: 591-6201	
	Admissions and Records: Jeffery Alexander, Director	SLO	546-3182	
	Student Life and Leadership (ASCC & Clubs): Anthony Gutierrez, Coordinator	SLO 5301 NCC 1005	SLO: 546-3289 NCC: 592-9601	
	Bookstore: Justino Gomez	5200	546-3206	

*If the informal process is completed and there is still no resolution, the student may discuss how to file a Formal Grievance with the Vice President of Student Services.
For specific information regarding the Student Grievance Procedure, see the catalog or refer to [Cuesta College Board Policy 5530](#).*