



## Policy Statement on Registering Complaints Updated July 2015

As a University guided by equity and fairness, Holy Names University takes seriously complaints and concerns regarding the institution. While we commit ourselves to the principle of subsidiarity, which involves direct dialogue with those closest in action to an issue, we also recognize in some cases that a more formal process is necessary.

To register a complaint about Holy Names University, please present it directly to the University's Ombudsman, Sr. Carol Sellman, Vice President for Mission Effectiveness. She may be reached at: [sellman@hnu.edu](mailto:sellman@hnu.edu). You may also present your complaint directly to Mr. Michael Miller, Vice President for Student Affairs and Enrollment Management. He may be reached at [mmiller@hnu.edu](mailto:mmiller@hnu.edu).

These contacts will provide you with a written explanation of the campus process for addressing your particular complaint(s) and answer any questions you may have to assure you a fair process.

If you believe that your complaint warrants further attention after exhausting all the steps outlined in writing to you by the Vice President for Mission Effectiveness or Vice President for Student Affairs and Enrollment Management, you may contact either or both of the following:

The Western Association of Schools and Colleges (WASC) at <http://www.wascenior.org/comments> if your complaint is about the institution's compliance with academic program quality and accrediting standards. WASC is the academic accrediting body for Holy Names University.

The Bureau for Private Postsecondary Education at 2535 Capitol Oaks Dr., Suite 400, Sacramento, CA 95833; [www.bppe.ca.gov](http://www.bppe.ca.gov); (916) 431-6924 (phone); (916) 263-1897 Fax

Most complaints made to media outlets or public figures, including members of the California legislature, Congress, the Governor, or individual Trustees of Holy Names University are referred to the University President's Office.

Nothing in this disclosure limits any right that you may have to seek civil or criminal legal action to resolve your complaints.

Holy Names University has provided this disclosure to you in compliance with the requirements of the Higher Education Act of 1965, as amended, as regulated in CFR 34, Sections 600.9 (b) (3) and 668.43(b).

A PDF version of this policy may be obtained by clicking **here** and a PDF version of the process for resolving complaints may be obtained by clicking **here**.