



SAN DIEGO COMMUNITY COLLEGE DISTRICT

Administrative Procedure

Chapter 4 – Instructional Services

5300.4 - COMPLAINTS CONCERNING INSTRUCTION - COURSE CONTENT OR MATERIALS

This procedure is applicable to all campuses/centers. It prescribes the processing and resolution of complaints regarding instructional materials and course content. The professionalism or performance of employees of the District will not be examined under this procedure.

FUNCTION

1. Purpose:

To provide an orderly and speedy procedure by which questions, suggestions, and complaints regarding District instructional offerings will be received, considered, and resolved.

2. Scope:

The provisions of this Procedure are limited to:

- a. Instructional materials, e.g., books, films, or other teaching aids; or
- b. Course content, as contained in the course outline prescribed by Procedure 5300.2. (It is not within the scope of this procedure to examine the personal or professional performance of an instructor.)

REGULATIONS

1. Verbal complaints, questions, or suggestions shall be dealt with by the recipient, referred to an appropriate official, or requested in writing, addressed to the college president or center dean.
2. Written complaints addressed to a District official by name or position may be replied to by the recipient, or sent to the appropriate president/dean for reply.
3. All written complaints received at any level shall be handled as specified below:

- a. Written reply within five (5) work days of receipt. (An interim status reply will satisfy this requirement, provided a specific date for further reply is established in the interim reply.)
- b. If transferred for reply, transfer via a letter of transmittal with information copy to the complainant.
- c. Final reply shall inform the complainant of his/her right to pursue the issue through the next level of authority and, ultimately, to the Board of Trustees.
- d. An information copy of final reply, the complaint, and other pertinent correspondence shall be furnished to the next higher official in the line of authority, specified in the paragraph below.

LINE OF AUTHORITY FOR PROCESSING COMPLAINTS

1. College and ECC:

(1) -----	(2) -----	(3) -----	(4) -----	(5)
Receiving	Dean of	President	Chancellor	Board of
Official	Instruction			Trustees

2. Adult and Continuing Education:

(1) -----	(2) -----	(3) -----	(4) -----	(5)
Receiving	Dean of	President	Chancellor	Board of
Official	Instruction			Trustees

FORMS/REFERENCES

None.

Adopted: May 26, 1982

SUPERSEDES:
Policy C-5140, 9/1/71