

Student Complaint Procedures Notice

The United States Department of Education requires institutions of higher education to publish and comply with policies regarding student complaints that address the school's program of education requirements.

Complaint Process

Chapman University seeks to resolve all student concerns in a timely and effective manner. To that end, this complaint process serves as an ongoing means for students to discuss concerns or register formal complaints that pertain to alleged violations of State consumer protection laws that include but are not limited to fraud and false advertising; alleged violations of State laws or rules relating to the licensure of postsecondary institutions; and complaints relating to the quality of education or other State or accreditation requirements.

The office listed below all provide specific administrative means to address and resolve most, if not all, of the questions and concerns you may have. The contact information for each of these Offices is provided below:

Office Listing

Office of the Vice Provost for Institutional Effectiveness, Faculty Affairs, and ALO (academic programs, accreditation):

- 714-744-7882
- Email: jslowens@chapman.edu

Office of Undergraduate Admission (admission eligibility):

- 714-997-6711
- Email: admit@chapman.edu

Office of Graduate Admission (admission eligibility):

- 714-997-6711
- Email: gradadmit@chapman.edu

Office of Undergraduate Financial Aid (financial aid, loans, scholarships, grants):

- 714-997-6741
- Email: finaid@chapman.edu

Office of Graduate Financial Aid (financial aid, loans, scholarships, grants):

- 714-628-2730
- Email: gradfinaid@chapman.edu

Business Office (tuition/fee payments/student accounts)

- 714-997-6617
- Email: ocbusn@chapman.edu

Office of the Registrar (academic records and denial of student record requests):

- 714-997-6701
- Email: registrar@chapman.edu

Office of Dean of Students (student and campus life):

- 714-997-6721
- Email: dos@chapman.edu
 - DeAnn Yocum Gaffney- Lead Title IX Coordinator, Associate Vice President and Senior Associate Dean of Students, Office of the Vice President for Student Affairs, and Dean of Students
 - 714-997-6721
 - Email: gaffney@chapman.edu
 - Lauren Lockwood - Title IX Investigator, Office of the Vice President for Student Affairs, and Dean of Students
 - 714-532-6056
 - Email: llockwood@chapman.edu
 - Ezra Omar – Title IX Investigator, Office of the Vice President for Student Affairs, and Dean of Students
 - 714-532-6039
 - eomar@chapman.edu

Dani Smith - Sexual Assault Crisis Counselor

- 714-744-7080
- Email: dasmith@chapman.edu

Office of Residence Life and First Year Experience

- 714-997-6603
- Email: reslife@chapman.edu

Office of Human Resources (discrimination, accessibility complaints, and sexual misconduct/Title IX)

- Albert Roberson – Deputy Title IX Coordinator, Director of Equal Opportunity
 - 714-997-6847
 - Email: aroberson@chapman.edu
- Dawn White
 - Title IX Investigator
 - 714-997-6827
 - Email: dawhite@chapman.edu

Student Standards Committee (Grade Complaints)

- 714-997-6977
- Email: dpcobb@chapman.edu

Provost (all student complaints not addressed above)

- 714-997-6826
- Email: cmarsh@chapamn.edu

It is expected that students will fully utilize any/all of the University's administrative procedures to address concerns and/or complaints in as timely a manner as possible. On occasion, however, a student may believe that these administrative procedures have not adequately addressed concerns identified under the Program Integrity Rule. In those select cases, the following independent procedures are provided:

University Accreditation

Western Association of Colleges and Universities ("WASC") accredits institutions such as Chapman University. Chapman University, as an institution authorized to provide postsecondary education in the State of California, provides the following confirmation to all current and prospective students:

The Western Association of Colleges and Schools accredits Chapman University. You may confirm this by checking:

<https://www.wscuc.org/institutions/chapman-university/>

Any student wishing to bring a complaint regarding Chapman University's compliance with WASC accrediting requirements or standards:

The Western Association of Schools and Colleges (WASC) at
<https://www.wscuc.org/resources/comments/>

Office of the Attorney General for the State of California Information

The Office of the Attorney General for the State of California is authorized to investigate and prosecute violations of State consumer laws, including laws relating to deceptive advertising, credit, charitable solicitations, telecommunications, telemarketing and sales. The Office cooperates with other States, the Federal Trade Commission and other federal agencies in addressing national consumer protection issues. Further, the California Department of Justice Office of Consumer Protection litigates cases that are referred to the Department by other States agencies.

If you believe that your complaint continues to warrant further consideration after exhausting university procedures and the review of either WASC, you may submit a complaint to the Attorney General of the State of California by filing a complaint form with the Public Inquiry Unit of the California State Department of Justice at:

Public Inquiry Unit: 916-322-3360; Toll-free (in CA): 800-952-5225; Fax: 916-323-5341; or

online forms: <https://oag.ca.gov/consumers>

The Attorney General's Office will review the process through which the campus attempted to resolve your complaint. If the process complies with the university's process, the Attorney General's Office will, for the purposes of state oversight, consider the matter closed. If the Attorney General determines that the process through which the campus attempted to resolve your complaint did not comply with its published process, the Attorney General may request reconsideration by Chapman University. The Attorney General's Office also has oversight of Chapman University through the "Supervision of Trustees and Fundraisers for Charitable Purposes Act" [Cal. Gov't Code § 12598], which provides public means to submit complaints regarding non-profit colleges and universities that abuse their status under the Internal Revenue Code of 1986 (23 U.S.C. §501(c)(3)). The California Attorney General is given broad powers to undertake law enforcement investigations and actions to protect the public interest under Cal. Gov't Code § 12598.

Nothing in this disclosure limits any right that the student may have to seek civil or criminal action to resolve the complaint.

Chapman 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). If anything in this disclosure is out of date, please notify the Vice President and Dean of Students at One University Drive, Orange, CA 92866

An individual may contact the Bureau for Private Postsecondary Education for review of a complaint. The bureau may be contacted at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833; <https://www.bppe.ca.gov/>; (916) 431-6924 and FAX: (916) 263-1897.