



Complaint Processes

State Board for Community and Technical Colleges

Postsecondary education institutions such as vocational-technical schools operate with considerable autonomy and with some state supervision. Therefore, you can start by contacting your State Board for Community and Technical Colleges to find out how they can help you resolve your problem.

<<http://www.sbctc.edu/>>

Northwest Commission on Colleges and Universities (NWCCU)

The Northwest Commission on Colleges and Universities considers complaints regarding member or candidate institutions only when the reported conditions are substantially documented and are related to the Commission's eligibility requirements, standards, and policies. Complaints must be submitted in writing with an original signature of the complainant and addressed to the President of the NWCCU. You can access more information at the NWCCU website.

<<http://www.nwccu.org/Complaints/ComplaintProcess.htm>>

Department of Education

Issues involving financial aid, fraud, waste or abuse of federal funds, special education, or civil rights may come under the U.S. Department of Education's jurisdiction. Listed below is contact information for these issues:

- **Office of the Inspector General** investigates allegations of fraud, waste or abuse of federal educational funds, including federal student aid funds.
<<http://www2.ed.gov/about/offices/list/oig/hotline.html>>
- **Federal Student Aid's Ombudsman** will informally conduct impartial fact-finding about your complaints. This office will recommend solutions, but does not have the authority to reverse decisions. If your student loan complaint is justified, it will work with you and the office, agency, or company involved in the problem. <<http://studentaid.ed.gov/redirects/ombudsman-ed-gov>>
- **Office of Special Education Programs** is responsible for monitoring state and local compliance to federal special education laws. <<http://www2.ed.gov/policy/speced/guid/idea/monitor/state-contact-list.html>>
- **Office of Civil Rights** is responsible for investigating any claims of discrimination on the basis of race, color, national origin, sex, disability, or age.
<<http://wdcrobcop01.ed.gov/CFAPPS/OCR/contactus.cfm>>

For more information on discrimination, please visit:

https://answers.ed.gov/app/answers/detail/a_id/23

Downtown Campus | 1101 S. Yakima Ave., Tacoma, WA 98405 | 253.680.7000

Mohler Campus | 2320 S. 19 St., Tacoma, WA 98405 | 253.680.7700

South Campus | 2201 S. 78 St., Tacoma, WA 98409 | 253.680.7400

Bates Technical College is an equal opportunity and non-discriminatory employer and educational institution.