

POINT LOMA NAZARENE UNIVERSITY STUDENT CONSUMER COMPLAINT PROCESS NOTICE

The U.S. Department of Education has amended the Higher Education Act (HEA) authorizing the "Program Integrity Rule." This amendment provides, among other things, regulations associated with the federal student financial aid program that require colleges or universities authorized to offer postsecondary education in one or more states to ensure access to a complaint process *34 CFR 668.43(b)* that will permit student consumers to address the following:

1. Alleged violations of State consumer protection laws that include but are not limited to fraud and false advertising;
2. Alleged violations of State laws or rules relating to the licensure of postsecondary institutions; and
3. Complaints relating to the quality of education or other State or accreditation requirements.

"The institution must make available for review to any enrolled or prospective student upon request, a copy of the documents describing the institution's accreditation and its State, Federal, or tribal approval or licensing [or the basis for its exemption from these]. The institution must also provide its students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student's complaint."

Point Loma Nazarene University is accredited by the Western Association of Schools and Colleges (WASC), and exempted by the California Bureau of Private Postsecondary Education from specific state authorization by virtue of its accreditation. Documentation is available at these links:

- Accreditation:
 - <http://www.pointloma.edu/experience/offices/administrative-offices/institutional-effectiveness/accreditation>
- Contract for Complaint System Services:
 - http://www.bppe.ca.gov/enforcement/compl_contr.shtml

Accreditation documents are available for viewing through the Office of the Provost. Please contact the Vice Provost for Academic Administration, infovpaa@pointloma.edu or 619-849-2658 to make arrangements for viewing accreditation documents.

Procedure:

Point Loma Nazarene University takes complaints and concerns regarding the institution very seriously. Complaints should first be filed internally with Point Loma Nazarene University authorities. If you have a complaint regarding Point Loma Nazarene University you may present those concerns to the University Consumer Complaint Compliance Officer at infovpaa@pointloma.edu or 619-849-2658. The Compliance Officer 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 your complaint is about the institution's compliance with academic program quality and accreditation standards as required by the Western Association of Schools and Colleges (WASC) and you have exhausted all steps described in the process instructions given to you by one of the PLNU contacts above you may contact:

- The Western Association of Schools and Colleges (WASC)
WASC is the academic accrediting body for Point Loma Nazarene University
<http://www.wascsenior.org/comments>

If you believe that your complaint continues to warrant further consideration after exhausting the review of either WASC (regarding academic concerns) or the Point Loma Nazarene University process and investigation described in the written process document, 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:

1. Public Inquiry Unit: 916-322-3360; Toll-free (in CA): 800-952-5225; Fax: 916-323-5341; or On-line forms: http://ag.ca.gov/contact/complaint_form.php?cmplt=PL

The Attorney General's Office will review the process through which the campus attempted to resolve your complaint. If the process complies with the written outline, 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 Point Loma Nazarene University. The Attorney General's Office also has oversight of Point Loma Nazarene University as authorized 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 legal actions to protect the public interest under Cal. Gov't Code § 12598.

Most complaints made to media outlets or public figures, including members of the California legislature, Congress, the Governor, or individual Trustees of Point Loma Nazarene 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.

Point Loma Nazarene 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 Provost for Academic Administration, Mieras Hall, 3900 Lomaland Drive, San Diego CA 92106, infovpaa@pointloma.edu, 619-849-2658. *This disclosure was last revised on 07/22/15.*