

California State University, Bakersfield

Student/Applicant for Admission Complaint Resources Reference List

This resource reference provides an illustrative list of potential inquiries students/applicants may raise in an effort to seek potential resolution to their inquiries. The reference list is not intended to be all inclusive.

Nature of Complaint	Action
Threat to Safety	Call 9-1-1 University Police Department: (661) 654-2111 (emergency) (661) 654-2677 (non-emergency)
Witnessed or Survived Sexual Misconduct (Sexual Assault, Domestic Violence, Dating Violence, Stalking)	Call 9-1-1 University Police Department - (661) 654-2111 Title IX Coordinator - (661) 654-2137 or ccatota@csub.edu Confidential Support: Student Counseling Center, Health Center - (661) 654-3366. Campus Advocate, SHW Room 102 - (661) 654-6210 or advocate@csub.edu
Denial of Admissions to the University or Program	Contact Enrollment Management at (661) 654-2160 or Student Administration Building
Denial of Admissions to the University or Program based on a protected status*	Contact Discrimination, Harassment, Retaliation Coordinator at (661) 654-2137
Discrimination or harassment based on any protected status*	Contact Discrimination, Harassment, Retaliation Coordinator at (661) 664-2137
Americans with Disabilities Act (ADA) compliance	Contact ADA/Section 504 Compliance Officer - (661) 654-2137
Stress, feeling emotional, unable to cope, interpersonal problems, etc.	Contact Student Counseling Center, Health Center - (661) 654-3366.
A staff member or administrator behaves unprofessionally or inappropriately	The employee's supervisor should be consulted. Student may also contact Human Resources (661) 654-2266, Administration Building, Room 104.
Faculty not holding office hours, misses classes without notice, behaves unprofessionally, etc.	Contact Department Chair, then Dean. If necessary, contact AVP-Faculty Affairs (661) 654-6324.
Complaints about a class structure or organization	Contact Department Chair, then Dean. If necessary, contact AVP-Faculty Affairs (661) 654-6324.
Misconduct in research	Contact Department Chair, then Dean. If necessary, contact AVP-Faculty Affairs (661) 654-6324.
Grade Appeal	Follow University Grade Appeals Procedures: www.csub.edu/academicprograms/Complaints%20and%20Grievances/ , or contact the Office of Academic Programs, Education Bldg, Room 242, or (661) 654-3420
Complaint alleging the CSU has violated one or more state laws, where there is no other applicable CSU complaint procedure	Contact the Office of the President at (661) 654-2241

* *Protected Status: i.e., age, Disability, Gender, Gender Identity, Gender Expression, Genetic Information, Marital Status, Medical Condition, Nationality, Race or Ethnicity, Religion, Sexual Orientation, sex stereotype, and Veteran or Military Status; - Executive Order 1097/1096*

NOTE: No student/applicant is precluded by Executive Order 1097 from filing a complaint at any time with the U.S. Department of Education, Office for Civil Rights, 50 Beale Street, Suite 7200, San Francisco, CA 94105, (415) 486-5555, TDD (877) 521-2172, or in court where civil law remedies, including but not limited to injunctions, restraining orders or other remedies or orders, may also be available.