



How to File a Complaint

Hope International University takes complaints and concerns regarding the institution very seriously.

If you have a complaint, or if you have questions regarding the proper process for addressing your complaint, you may contact:

- the Office of Student Affairs at 714-879-3901 ext. 2311 or
- the Office of Academic Affairs at 714-879-3901 ext. 1246

These contacts will provide guidance on the campus process for addressing your particular issue.

If you believe your complaint warrants further attention after you have exhausted all the steps and appeals, you may present your complaint to the Western Association of Schools and Colleges (WASC) at www.wascsenior.org/comments if your complaint is associated with the institution's compliance with academic program quality and accrediting standards. WASC is the agency that accredits Hope International University's academic programs.

If you believe that your complaint continues to warrant further consideration after exhausting the review of either WASC or administrators at Hope International University, you may submit a complaint form with the Public Inquiry Unit of the California State Department of Justice:

Public Inquiry Unit

Voice: 916-322-3360, or (toll free in California) 800-952-5225

FAX: 916-323-5341 or Online forms: http://ag.ca.gov/contact/complaint_form.php?cmplt=PL

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, by email at <http://www.bppe.ca.gov>, or by phone at 916-263-1897.

Washington residents may contact the Bureau for Private Postsecondary Education for review of a complaint. The bureau may be contacted at The Office for Civil Rights, Seattle Office, U.S. Department of Education, 915 Second Avenue, Room 3310, Seattle, WA 98174-1099. By email at www.OCR.Seattle@ed.gov, or by phone at 206-607-1601. You may also contact the Washington Student Achievement Council (WSAC) at 917 Lakeridge Way SW, Olympia, WA 98502, by email at [www.info@wsac.wa.gov](mailto:info@wsac.wa.gov), or by phone at 360-753-7800.

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 Hope International University. The Attorney General's Office also has oversight of Hope International 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 Regents of Hope International University are referred to the University President's Office.

Nothing in this disclosure should be construed to limit any right that you may have to take civil or criminal legal action to resolve your complaints. Hope International University has provided this disclosure 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 Office of Student Affairs at Hope International University, 2500 E. Nutwood Ave., Fullerton, CA 92831.

On October 29, 2010 the United State Department of Education issued a Final Regulations on Program Integrity Issues [75 FR 66831] that includes regulations at 34 CFR §600.9 requiring that educational institutions not created by the state be "established by name as an educational institution by a State through a charter, statute, constitutional provision or other action. . ." and be "authorized to operate educational programs beyond secondary level, including programs leading to a degree or certificate." California's independent, non-profit, WASC accredited colleges and universities are authorized within the meaning of 34 CFS §600.9 et seq for the following reason:

1. The California Master Plan for Higher Education specifically recognizes that California's independent institutions of higher education "share goals designed to provide education opportunity and success to the broadest possible range of [California's] citizens" with the state's public segments (California Education Code §66010.2).
2. The Legislature "recognizes the role of independent, regionally accredited postsecondary education in California postsecondary education," and that "statewide planning, policy coordination, and review of postsecondary education shall include attention to the contributions of the independent institutions in meeting the state's goals of access, quality, educational equity, economic development, and student aid" (California Education Code §66014.5(a)).
3. The Legislature in adopting the Private Postsecondary Education Act chose to exempt institutions that are "accredited by the Accrediting Commission for Senior Colleges and Universities, Western Association of Schools and Colleges, or the Accrediting Commission for Community and Junior Colleges, Western Association of Schools and Colleges" from the Act (California Education Code, Title 3, Division 10, Part 59, Chapter 8).
4. All of the institutions covered by the WASC exemption to the California Private Postsecondary Education Act of 2009 have had to meet strict standards regarding classroom instruction quality, adequate facilities, and financial stability. These institutions are eligible to participate in California's student aid program known as the Cal Grant Program, and subject to audit by the California Student Aid Commission.
5. California's longstanding "Supervision of Trustees and Fundraisers for Charitable Purposes Act" [Cal. Gov't Code §12598] 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)), and grants to the California Attorney General broad powers to undertake law enforcement investigations and legal actions to protect the public interest.

Under existing law, the Attorney General maintains oversight of nonprofit colleges and universities to assure compliance with their stated public purpose. Accordingly, final authority rests with the Attorney General, who can review any complaint to assure that a student's complaint was subjected to a fair process consistent with procedures established by the nonprofit college or university.