

Department of Speech, Language, and Hearing Sciences  
Norma S. and Ray R. Rees Speech, Language, Hearing Clinic  
California State University East Bay

Policy Statement

**PROTOCOL AND PROCEDURES: STUDENT COMPLAINTS**

---

Students may file complaints according to the policies and procedures outlined at the Cal State East Bay website. These include policies for academic complaints, sexual harassment, and standards of student conduct. Processes for complaints/appeals vary depending on the category. Please refer to the university website for guidance on complaint procedures:

<https://www.csueastbay.edu/riskmanagement/complaint.html>

Students may also consult with the department chair regarding appropriate procedures as needed.

For concerns regarding academic activities:

1. Contact your instructor; if you are not satisfied, contact
2. Your Academic Advisor; if you are not satisfied, contact
3. The Department Chair; if you are not satisfied, contact
4. The college's Associate Dean, SF 309

For Clinical activities:

1. Contact your Clinical Supervisor; if you are not satisfied, contact
2. The Clinic Director; if you are not satisfied, contact
3. The Department Chair; if you are not satisfied, contact
4. The college's Associate Dean, SF 309

For student grievances:

1. Contact the college's Associate Dean, SF 309, (510) 885-4357, or
2. Contact the college's Student Support & Success Coordinator, SF 302  
[cohadvising@csueastbay.edu](mailto:cohadvising@csueastbay.edu)

If you have complaints regarding your graduate education associated with CAA accreditation standards, you may contact the Council on Academic Accreditation following the procedure outlined at the website below: <https://caa.asha.org/siteassets/files/accreditation-handbook.pdf> (section XIII)