Accommodation Complaint Resolution Procedure

Cypress College strives to accommodate the special needs of all qualified students with disabilities. “Qualified” students include those students with verified disabilities and demonstrated need for accommodations. The list of qualifying disabilities includes, but is not limited to, learning disabilities, acquired brain injuries, developmental delays, hearing impairments, visual impairments, communication impairments, psychological disabilities, mobility impairments and other health impairments.

DSS prides itself on providing appropriate accommodations in a timely manner. However, in rare instances a student may feel that he/she has been treated unfairly. There are two processes used to resolve complaints: (1) an informal resolution process described below involving DSS staff and student services management; and (2) a formal complaint process through the District Director of Equity and Diversity.

The formal process is available to the student at any time and during or after any step in the informal process. For more information on the formal complaint process contact the District Director of Equity and Diversity at (714) 808-4830.

Informal Resolution Process
If a student has a complaint about services or accommodations, he/she should contact the DSS staff member responsible for that specific service.

Step 1: The DSS staff member responsible for the service will investigate the complaint and make every effort to issue a written response within a reasonable time, not to exceed two weeks, following the initial contact with the student.

Step 2: If a student is dissatisfied with this decision, he/she may submit a letter of appeal to the DSS Director at:

Cypress College DSS
CC Complex – Room 100
Attn: Celeste Phelps
9200 Valley View St.
Cypress, CA 90630

or e-mail: cphelps@cypresscollege.edu.

The Director will also investigate the complaint and endeavor to issue a written decision in a timely manner, not to exceed two weeks, following receipt of the appeal.

Step 3: A student who is dissatisfied with the Director’s decision may file a written appeal or meet with the Dean of Counseling and Student Development.

Dr. Paul de Dios
(714) 484-7335
The Dean will render a decision in a timely fashion, not to exceed two weeks, following receipt of an appeal.

Step 4: If the student is still dissatisfied, he/she should contact the Cypress College Executive Vice President.
   Dr. Santanu Bandyopadhyay
   (714) 484-7330
   sbandyopadhyay@cypresscollege.edu

The Vice President will investigate and render a decision.


Timelines shown for submitting and ruling on a complaint may be extended at the discretion of the DSS Director or the administrator investigating the complaint. In situations where the administrator is unavailable to review a complaint (e.g., he/she is ill, on vacation or away on business), an alternate administrator will be designated to carry out the procedures.

Questions about the Accommodation Complaint Resolution Procedure should be directed to the DSS Director.

* A student who has difficulty with writing or reading may request accommodations from the DSS Office to assist in filing a complaint/appeal. Contact may be made by phone at (714) 484-7104 or (714) 761-0961(TTY).