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Arts & Agriculture Center
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KBOCC Mission Statement: *Formed out of our American Indian identity, the mission of the Keweenaw Bay Ojibwa Community College is to provide post-secondary education rich in Ojibwa culture, tradition, and beliefs that supports lifelong learning.*

SARA Distance Education Student Complaint Process

Keweenaw Bay Ojibwa Community College (KBOCC) wants students to have a positive experience in online education, but realizes that problems, grievances, and complaints may occur. KBOCC is committed to resolving all forms of complaints through the processes described below.

Students taking classes online with KBOCC should first attempt to resolve any issues or complaints using internal complaint processes outlined in the [Student Handbook](#). If the KBOCC complaint procedures do not resolve the issue, you may file a complaint concerning KBOCC with the appropriate State Portal Entity.

Online students, except California residents, should direct complaints concerning KBOCC's distance education activities to the Michigan Department of Labor and Economic Opportunity through the process described at: https://www.michigan.gov/leo/-/media/Project/Websites/leo/Documents/WD/Programs_Services/PSS/Post-Secondary_Complaint_Instructions_FINAL_08172023.pdf

The complaint form should be mailed to:

State of Michigan
Department of Labor and Economic Opportunity Employment & Training, Post-Secondary Schools (PSS)
P.O. Box 30726
Lansing, MI 48907

Complaints for California Students

If a California resident is enrolled in an online program at public college that is physically located in another state and has a complaint, the complaint may be filed by writing to DCA or calling DCA's Consumer Information Center (CIC) at:

California Department of Consumer Affairs
Consumer Information Center
1625 North Market Blvd., Suite N-112
Sacramento, California 95834
Telephone: (833) 942-1120 dca@dca.ca.gov
https://www.dca.ca.gov/consumers/complaints/oos_students.shtml