# STUDENT ACADEMIC COMPLAINT FORM

*The student Academic Complaint Procedure is available to students who have concerns about academic matters such as grades and course requirements. The procedure consists of 2 stages, an **informal stage** and a **formal stage**. The informal stage must be completed **before** the complaint procedure can move into the formal stage. Please refer to the Academic Information Section of the **CCAC Student Handbook**, located on the CCAC website.*

**Student Name**:                                                    **ID#:**

**Which Course and Section**:

                                                                 **Type of Complaint:**

**Instructor's Name:**                                           **Semester:**

*Use the following checklist in order to move through the complaint procedure. When you have completed a step, place a check (√) in the box indicating that you have completed that step.*

**TIMELINE:** As a general rule, complaints must be initiated within 2 weeks after discovering your concern.

What is the date of the original complaint?

**INFORMAL STAGE:** Most complaints are resolved at the informal stage.  In this stage, you must make every effort to resolve the complaint by discussing it with the faculty member involved.

1. Did you discuss the complaint with the appropriate faculty member?     Yes          No

   On what date?                          Where?

   Faculty Name(s):

2. Briefly summarize the outcome of this meeting:

3. Was the concern resolved?   **Yes**          **No**
   If no, describe why and were you informed of the formal complaint process, which includes a meeting with the Associate Dean and/or Dean as needed?

If the complaint is not resolved by meeting with the faculty member, the student is required to request a meeting with the appropriate program director (ALH) or course coordinator (NUR). Keep in mind that in order for unresolved complaints to move to the formal stage, it is required that the student meet with the department head prior to submitting this form.

A meeting took place between you and                                                  , the department head.

4.     On what date?                              Where?

Describe the outcome of the meeting:

**FORMAL STAGE:** Complaints not resolved in the Informal Stage must be submitted using this form by the student to the appropriate Discipline Associate Dean. Please note that you cannot move to the formal stage unless you have completed all steps of the informal stage.

**TIMELINE:** The deadline for filing a FORMAL complaint is the middle of the following semester, coinciding with the last date for students to complete "I" grade work.

**Student Name:**                                                    **ID#:**

## STUDENT'S WRITTEN DESCRIPTION OF THE FORMAL COMPLAINT

Please carefully answer all of the following questions since your responses will determine the disposition of your complaint. Attach additional written statements/artifacts to your email submission.

What is the date on which you will submit your written complaint to the Discipline Associate Dean or Assistant Administrator (based on the course the complaint is affiliated with)?

 **Date**:                          **Associate Dean:**

Clearly describe your concerns.

Clearly describe the events that led to your concerns.

Clearly state what you seek as a resolution to your concerns.

Clearly state why you feel you are justified to get the desired resolution.

Student Signature_____

Associate Dean's Signature_____ Date Rec.: _____

**WHAT HAPPENS NEXT:**
1) The faculty member against whom the complaint has been filed will be given an opportunity to respond in writing.
2) Based on your submitted complaint and other relevant material, the Discipline Associate Dean may make a decision on the matter or refer the complaint to a campus Academic Complaint Appeal Committee for a recommended resolution. If that is the case:

   a. The campus Academic Complaint Appeal Committee will be convened within two weeks of the filed complaint.
   b. The campus Academic Complaint Appeal Committee shall forward its written recommendation within 72 hours of the close of its deliberations to the Discipline Associate Dean.
   c. The Discipline Associate Dean may accept, reject, or modify the recommendation of the campus Academic Complaint Appeal Committee.
3) The decision of the appropriate Discipline Associate Dean is forwarded to you by certified mail.
4) You have the right to appeal the decision of the Discipline Associate Dean.
5) If you choose to appeal the decision of the Discipline Associate Dean, you must do so within 7 days of the receipt of the certified letter.
6) If you choose to appeal the decision of the Discipline Associate Dean you must do so in written form to the Discipline Dean.
7) The decision of the Discipline Dean is final.