

## Student Complaint Process

The complaint process is designed to assist students who have the perception of unfair and/or unlawful treatment. If possible, a complaint of unfair treatment charged by a student against a college employee, in regard to the application of College rules, policies, procedures, and regulations, should be resolved without initiating the formal process.

This procedure does not supersede the policies set forth for grievances of discrimination, harassment, or grade appeals which can be accessed in the student handbook.

If a student believes he/she has a legitimate complaint, the following steps toward resolution should be followed:

**Informal Process:** Attempt to resolve the complaint at the department level is as follows:

1. Seek to resolve the issue with the party involved.
2. If a resolution cannot be reached, the next step is to contact the party's supervisor.
3. If the student is not satisfied after speaking with the supervisor, they should contact the Associate Dean of Student Development to initiate the formal student complaint process.

**Formal Process:** Complaint filed with the Associate Dean of Student Development

1. If after the above informal process and resolution has not been reached, the student should file a formal written complaint through the office of the Associate Dean of Student Development. This should occur no later than ten calendar days following the origin of the complaint. The written complaint form is attached.

# Gateway Community & Technical College

## Formal Student Complaints Form

This form is designed for use with the formal stage of the Gateway Community & Technical College Student Complaints Procedure. Please ensure that you have thoroughly read and understood the procedure before completing this form. The completed form must be submitted to the Associate Dean of Student Development office, located on the Urban Metro Campus.

### **Part I—Student Information**

Name \_\_\_\_\_ Student ID Number \_\_\_\_\_

Address \_\_\_\_\_

Phone Number \_\_\_\_\_ Email \_\_\_\_\_

### **Part II—Details of Complaint (Please describe reason for complaint and attach any documentation that supports the complaint).**

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### **Part III—Resolution sought regarding Complaint**

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**Part IV—Complaint Process**

Before a complaint can be raised formally, it must have been raised informally with the following:

- Initial Party involved regarding the complaint
- Supervisor of Party involved
- Division Chair/Unit Department Head of Party involved

**Please indicate below with whom the complaint has been raised:**

Name: \_\_\_\_\_

Title/Department: \_\_\_\_\_

Date Raised: \_\_\_\_\_

Outcome: \_\_\_\_\_

Name: \_\_\_\_\_

Title/Department: \_\_\_\_\_

Date Raised: \_\_\_\_\_

Outcome: \_\_\_\_\_

Name: \_\_\_\_\_

Title/Department: \_\_\_\_\_

Date Raised: \_\_\_\_\_

Outcome: \_\_\_\_\_

Signature of Complainant: \_\_\_\_\_ Date: \_\_\_\_\_

**For internal use only**

Date Complaint Received: \_\_\_\_\_

Acknowledgement Response Sent: \_\_\_\_\_

Referral for Follow-Up

Employee Name/Department: \_\_\_\_\_

Date: \_\_\_\_\_