

J: STUDENT COMPLAINT

| Adjunct | Prob. | Regular | Dept. Chair |
|----------|----------|----------|-------------|
| X | X | X | |

■ **Appendix J: Documentation of Student Complaint** ■

■ **Mt. San Antonio College** ■

Overview:

Mt. San Antonio College is committed to student success. We are interested in assisting both students and faculty in the resolution of student complaints.

When these concerns are minor, we encourage students to meet directly with the faculty member with the aim of resolving the issue at the lowest level possible. When informal discussions do not resolve the issue, or where the issues are more serious, the student may file a complaint.

A student complaint does not include a grade challenge, or an allegation of discrimination or sexual harassment, or other conduct for which immediate disciplinary action could result. (Students challenging a grade should consult with the office of Student Life. Allegations of discrimination or sexual harassment should be addressed in Human Resources).

The complaint process is not anonymous and the professor is prohibited from retaliation.

Date: _____ Time: _____

Student Name(s) _____ ID# _____

Contact #: Phone _____ Cell _____

E-mail: _____

Faculty Member: _____ Ext. _____

Class: _____ Meets (Day/Time): _____

Department Chair receiving complaint: _____
(appropriate manager if chair is not available)

1. Summary of problem and timeline of related events (to be filled out by student):

2. Student's request made to resolve problem (to be filled out by student)

Student Signature: _____

Date: _____

This form cannot be processed without the student's signature

3. Professor's perspective:

Date professor contacted _____ via e-mail phone other _____

Date of which professor responded: _____

4. Follow-up with student: Date: _____ Form of contact: _____ by: _____

5. Follow up with professor (if applicable):

Copy sent to:

Faculty Member

Student

4/05; 7/05; 7/06, 3/17