

Formal Student Complaint Form For Faculty

Spokane Colleges has established procedures to assist students who feel they have a complaint or concern relating to an action by a Spokane Colleges faculty member. The formal student complaint process is intended to provide a means for investigating and resolving student complaints and should be followed if, and only if, the informal resolution process has not been resolved to a student's satisfaction. Please carefully review the informal process guidelines to ensure that all steps have been exhausted before continuing on with completing this form.

STUDENT INFORMATION

Student ctcLink ID _____ Student Name _____

Student Contact Information (email and/or phone): _____

Course and Instructor Name: _____

STUDENT COMPLAINT (PLEASE COMPLETE THE INFORMAL COMPLAINT PROCESS BEFORE PROCEEDING.)

Date of Dean's Step Three Response to Informal Student Concern: _____

Date of Student's Formal Complaint: _____

Student Statement/Complaint: _____

(attach additional pages as necessary)

DEAN INTAKE AND ASSESSMENT

The dean assesses the formal complaint and makes a determination of whether the complaint is appropriate for further consideration.

Date the Dean Received the Student's Formal Complaint: _____

☐ The student's complaint is not appropriate for further consideration.

- Notify the student in writing no later than ten (10) instructional days after receipt of the formal complaint. Attach response to this form. Complaint is terminated and may only be considered further by appeal to Vice President (see below).

Date of Dean's Determination Notification: _____

☐ The student's complaint is appropriate for further consideration.

- Within ten (10) instructional days of receiving the formal complaint send a copy to the faculty member and AHE.

Date Dean Forwarded Copy of Complaint to Faculty Member: _____

FACULTY RESPONSE

The faculty submits to dean a written response to the formal complaint within ten (10) instructional days of being notified by the dean. Attach written response to form. The faculty can either:

- ☐ assert the informal process was not followed, or
- ☐ provide the dean a written response to the complaint.

Date Faculty Member Received Dean's Notification: _____

Date of AHE Notification: _____

Date of Faculty Member's Response to Complaint: _____

DIVISION RESPONSE

A meeting to discuss the complaint and draft the division's official response is scheduled by dean within ten (10) instructional days of receiving the faculty's written response. Meeting includes the dean, faculty and AHE representative. Others may participate at the mutual agreement of the dean and faculty.

Date Dean Received Faculty Member's Written Response: _____

Date of AHE Notification: _____

Date of Division Response Meeting: _____

The dean will provide the division's formal response to the student within five (5) instructional days after the above meeting. Attach the response to this form. This serves as the official division response to the complaint.

VICE PRESIDENT APPEAL

If the complaint is not resolved to the student's satisfaction, they may appeal to the Vice President within ten (10) instructional days after the division's response. The Vice President's response will be attached to this form and serves as the college's final official response to the complaint.

Date Student Filed Appeal to the VP: _____

Date of Vice President Response: _____

Date of AHE Notification: _____