

Instructions: Students must use this form to lodge a complaint regarding a student or a Clovis Community College staff or faculty. The form **MUST** be completed by the student making the complaint.

Name (print): _____ Student ID: _____

Address: _____

Telephone: _____ Email: _____

DETAILS OF COMPLAINT

Complaint is Against (Name): _____

Course (include course and section number) or Service Area: _____

DESCRIPTION OF COMPLAINT:

(Include circumstances, dates, times, and name of person(s) or witness(es) involved. Who or what is the complaint about? Are any witnesses willing to testify about what occurred?)

EXPLAIN WHAT STEPS YOU HAVE ALREADY TAKEN TO SOLVE THE PROBLEM: (Check that apply)

- Talked with person
- Talked with supervisor. Name of supervisor: _____
- Other (Explain):

RESULTS/OUTCOME OF THE ABOVE (IF ANY) TO DATE:**WHAT ACTION ARE YOU NOW REQUESTING? (State what you expect as a result of filing this form.)**

SIGNATURE OF STUDENT

DATE

*****Each section should be completed by the designated individual.*****

INSTRUCTOR/ACCUSED RESPONSE:

NAME (print)

Date Responded

STUDENT RESPONSE:

Date Responded

DEPARTMENT CHAIR ACTION/RECOMMENDATION:

NAME (print)

Date Responded

Complaint Resolved/Resolution Reached

Referred to Dean (Required)-Date Referred: _____

DEAN ACTION/RECOMMENDATION:

NAME (print)

Date Responded

Complaint Resolved/Resolution Reached

Referred to Vice President (if needed)-Date Referred: _____

VICE PRESIDENT ACTION/RECOMMENDATION:

NAME (print)

Date Responded

Complaint Resolved/Resolution Reached

Referred to Academic Standards (if needed) - Date Referred: _____

Thank you for taking the appropriate steps to bring your issue to our attention. The following will provide the process and guidelines to submit a student complaint. Please follow the course of action outlined below as stated in the Clovis Community College student handbook.

DEFINITION OF STUDENT COMPLAINT

Any complaint concerning an alleged unauthorized or unjustified act or decision by a staff member not involving sexual harassment and/or discrimination which adversely affects the grade, status, rights, or privileges of a student is the concern of the Clovis Community College administration. See Board Policy AR 5109(a) which is available in the President's office.

STUDENT COMPLAINT PROCEDURES

1. Discuss the problem with the individual involved.
2. If a mutually satisfactory understanding has not been reached at step one, please complete the attached Clovis Community College Student Appeal/Complaint Form and return it to the Office of the Deans suite (AC2-235). The appropriate Dean will review the complaint and when applicable will forward the complaint to the appropriate Department Chair responsible for the service or instructional area. The Department Chair will review and attempt to address/resolve the complaint.

Area of Instruction/Service	Department Chair:	Contact Information
CTE: Accounting, Business Administration, Child Development, Criminology, Economics, Education, Food & Nutrition, Food Safety, Healthcare Interpreter, Information Systems, Library, Office Technology, Work Experience, Water Treatment & Distribution	Brent Nabors	Phone: (559) 324-6408 brent.nabors@cloviscollege.edu
English & Reading: English, Reading	Erik Fritz	Phone: (559) 325-5222 erik.fritz@cloviscollege.edu
Humanities & Athletics: American Sign Language, Art, Athletics, Chinese, Communication, Dance, Film, French, German, Health, Linguistics, Music, Philosophy, Photo, Physical Education, Spanish	Stephen Dent	Phone: (559) 325-5258 stephen.dent@cloviscollege.edu
Math & Engineering: Engineering, Math, Physics, Statistics	Courtnie Choate	Phone: (559) 325-5331 courtnie.choate@cloviscollege.edu
Science & Health: Biology, Chemistry, Engineering, Geology	Ann Fallon	Phone: (559) 325-5297 ann.fallon@cloviscollege.edu
Social Science: Anthropology, Geography, History, Political Science, Psychology, Sociology	Scott Phillips	Phone: (559) 325-5396 scott.phillips@cloviscollege.edu
Student Support Services: Counseling, Counseling Courses, School Nurse	Carla Stoner-Brito	Phone: (559) 325-5203 carla.stoner-brito@cloviscollege.edu

3. If the student's concern(s) remains unresolved after step one and step two, the complaint will be forwarded to the appropriate dean for further consideration. The dean will review the complaint and outcomes of past steps and attempt to address/resolve the complaint.
4. If the student is not satisfied with the outcome at step three, as a final step, may request to have the complaint form forwarded to the Vice President of Instruction or the Vice President of Student Services.

Individuals seeking information and/or resolution of alleged acts of discrimination are directed to contact the Dean of Students at 325-5230. We appreciate the steps you are taking to resolve this issue.