

Student Complaint Form

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

Name (print): _____ Student ID: _____

Address: _____

Email: _____ Phone: _____

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. Including who or what is the complaint about. Are any witnesses willing to testify about what occurred?)

Explain what steps you have already taken to resolve the problem: *(check all that apply)*

Talked with the person Talked with their Supervisor (name): _____

Other (explain): _____

Result/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)*

Student Signature: _____ Date: _____

The designated individuals listed below complete their own section(s).

Name of the Instructor/Accused and your response: _____
(please enter your response in the space proved below) **Date responded:** _____

Student Response
(please enter your response in the space proved below) **Date responded:** _____

Name of Department Chair and action/recommendation: _____
(please enter your response in the space proved below) **Date responded:** _____

Complaint resolved/Resolution Reached

Referred to Dean (Required)-Date Referred:

Name of Dean and action/recommendation: _____
(please enter your response in the space proved below) **Date responded:** _____

Complaint resolved/Resolution Reached

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

Name of Vice President and action/recommendation: _____
(please enter your response in the space proved below) **Date responded:** _____

Complaint resolved/Resolution Reached

Referred to Academic Standars (if needed)-Date Referred:

Notes:

Student Complaint Procedures

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.
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 Office: HC-109	Phone: (559) 324-6408 brent.nabors@cloviscollege.edu
English & Reading: English, Reading	Erik Fritz Office: AC2-212	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 Office: AC1-249	Phone: (559) 325-5258 stephen.dent@cloviscollege.edu
Math & Engineering: Engineering, Math, Physics, Statistics	Courtnie Choate Office: AC1-292	Phone: (559) 325-5331 courtnie.choate@cloviscollege.edu
Science & Health: Biology, Chemistry, Engineering, Geology	Ann Brandon Office: AC2-211	Phone: (559) 325-5202 ann.brandon@cloviscollege.edu
Social Science: Anthropology, Geography, History, Political Science, Psychology, Sociology	Jon McPhee Office: AC1-186	Phone: (559) 325-5269 jon.mcphee@cloviscollege.edu
Student Support Services: Counseling, Counseling Courses, School Nurse	Ralph Munoz Office: AC2-121	Phone: (559) 325-5232 ralph.munoz@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.