STUDENT ACADEMIC COMPLAINT FORM

The student Academic Complaint Procedure is available to students who have concerns about academic matters such as grades and course requirements. The procedure consists of 2 stages, an **informal stage** and a **formal stage**. The informal stage must be completed **before** the complaint procedure can move into the formal stage. Please refer to the Academic Information Section of the **CCAC Student Handbook**, located on the CCAC website.

Student Name:	I D#:	
Which Course and Section:	Type of Compla	aint:
Instructor's Name:	Semester:	
Use the following checklist in order to place a check (\checkmark) in the box indicating	move through the complaint procedure. g that you have completed that step.	When you have completed a step,
TIMELINE: As a general rule, compla	aints must be initiated within 2 weeks after	er discovering your concern.
What is the date of the original comp	plaint?	
	s are resolved at the informal stage. In the cussing it with the faculty member involv	
1. Did you discuss the complaint w	rith the appropriate faculty member? Y	es No
On what date?	Where?	
Faculty Name(s):		
2. Briefly summarize the outcome	of this meeting:	
3. Was the concern resolved? Yes If no, describe why and were yo Associate Dean and/or Dean as	ou informed of the formal complaint proce	ess, which includes a meeting with the
with the appropriate program direc	neeting with the faculty member, the stud tor (ALH) or course coordinator (NUR). ne formal stage, it is required that the s	Keep in mind that in order for
A meeting took place between you ar	nd	
4. On what date? Describe the outcome of the meeting	Where?	

TIMELINE: The deadline for filing a FORMAL complaint is the middle of the following semester, coinciding with the last date for students to complete "I" grade work.

FORMAL STAGE: Complaints not resolved in the Informal Stage must be submitted using this form by the student to the appropriate Discipline Associate Dean. Please note that you cannot move to the formal stage unless

you have completed all steps of the informal stage.

Student Name: ID#:

STUDENT'S WRITTEN DESCRIPTION OF THE FORMAL COMPLAINT

Associate Dean:

Please carefully answer all of the following questions since your responses will determine the disposition of your complaint. Attach additional written statements/artifacts to your email submission.

What is the date on which you will submit your written complaint to the Discipline Associate Dean or Assistant Administrator (based on the course the complaint is affiliated with)?

Clearly describe your concerns.		
Clearly describe the events that led to your concerns.		
Clearly state what you seek as a resolution to your concerns.		
Clearly state why you feel you are justified to get the desired	resolution.	
Student Signature		
Associate Dean's Signature	Date Rec.:	

WHAT HAPPENS NEXT:

Date:

- 1) The faculty member against whom the complaint has been filed will be given an opportunity to respond in writing.
- 2) Based on your submitted complaint and other relevant material, the **Discipline Associate Dean** may make a decision on the matter or refer the complaint to a campus Academic Complaint Appeal Committee for a recommended resolution. If that is the case:
 - a. The campus Academic Complaint Appeal Committee will be convened within two weeks of the filed complaint.
 - b. The campus Academic Complaint Appeal Committee shall forward its written recommendation within 72 hours of the close of its deliberations to the **Discipline Associate Dean**.
 - c. The Discipline Associate Dean may accept, reject, or modify the recommendation of the campus Academic Complaint Appeal Committee.
- 3) The decision of the appropriate Discipline Associate Dean is forwarded to you by certified mail.
- 4) You have the right to appeal the decision of the Discipline Associate Dean.
- 5) If you choose to appeal the decision of the **Discipline Associate Dean**, you must do so within 7 days of the receipt of the certified letter.
- 6) If you choose to appeal the decision of the Discipline Associate Dean you must do so in written form to the Discipline Dean.

7) The decision of the Discipline Dean is final.

JLS/JSD:10.18.22