

# Academic Complaint Form

The student must first contact their instructor in an attempt to resolve the disagreement. This form is only to be submitted if the student is not satisfied with the outcome of the meeting with the instructor or the instructor has not responded to the student's message within 10 business days.

Instructions: Complete the Student Section of this form then email it to the chair of the department where the course is housed.

| Student Section  |  |  |  |
|--|--|--|--|
| Student Name:  |  | Student ID:  |  |
| Phone Number   |  | Term and Year:   |  |
| Instructor Name:   |  | Instructor WCC Email Address:                            |  |
| Course Code and Title (e.g., ENG 101 – Writing and Research)               |  |  |  |
| Department where the course is housed:                                     |  |  |  |
| Date of incident/cause of complaint, if applicable to a specific event.    |  |  |  |
| Date you reached out to the instructor to discuss your concern:            |  |  |  |
| Did the instructor respond within 10 business days?                        |  | <input type="checkbox"/> Yes <input type="checkbox"/> No |  |
| Have you met with the instructor to discuss the concern?                   |  | <input type="checkbox"/> Yes <input type="checkbox"/> No |  |
| Describe the complaint. Please be specific.                                |  |  |  |
|  |  |  |  |
| If you met with the instructor, why are you dissatisfied with the outcome? |  |  |  |
|  |  |  |  |

| Department Chair Section  |  |
|---|--|
| Date of meeting with student:   |  |
| Conclusion:<br><input type="checkbox"/> The issue has been resolved to student's satisfaction or the student is no longer pursuing the complaint.<br><input type="checkbox"/> The issue has not been resolved to the student's satisfaction. The complaint will be escalated to the school dean.<br>• Provide a summary of the conversation with the student and/or attach email correspondence.<br>(Route form to the school dean) |  |
|   |  |

# Academic Complaint Form

## Dean Section

Date of meeting with the student:

Conclusion:

☐ The issue has been resolved to student's satisfaction or the student is no longer pursuing the complaint.

☐ The issue has not been resolved to the student's satisfaction. The complaint will be escalated to the Vice President of Academic Affairs/Provost.

*(Route form to the Provost)*

Provide a summary of the conversation with the student and/or attach email correspondence.

## Vice President of Academic Affairs/Provost Section

Date of meeting with the student:

Summary of Conversation (and/or attach email correspondence):

Conclusion:

*Return the form to the school dean for record keeping*