Southern California International University (SCIU)

**Student Complaint Form**

This form is to be used by students to request the initiation of the college’s formal complaint procedure or to request a review (appeal) of a formal resolution plan that the student deems unsatisfactory.

The form is also to be used by college staff to record the results of the formal complaint procedure and the review process (if applicable).

# If a student is not satisfied with the college’s decision after working through the formal complaint procedure and any subsequent review process, he/she can ultimately file a complaint with the Distance Education and Training Council (DEAC) or the BPPE, the State of California.

**1 - Request to Initiate the Formal Complaint Process**

Nature of the Complaint:

Academic Student Services Oriented Other

Instructions:

* Before submitting this form to the school administrator, be sure that every question has been answered.
* You will be contacted if the college requires any additional information, so please make certain that your contact information is correct.

Once Part A has been completed, please make sure that you sign the declaration in Part A and then submit the original and copy of this form to the Dean, who will co-sign both copies, return the original to you, and keep the copy for your academic file.

Part A (to be completed by the student):

**i-Personal Information**

**Student Name**

Last name:

First Name:

Street Address (Number and street name): Unit/Suite:

City/Town: Province: Country : Postal Code:

Home telephone number:

Work telephone number:

FAX number:

Cell phone number:

E-mail address:

**ii-Nature of Complaint**

What is your complaint with the college? (If you need more space, either here or below, attach a separate sheet.)

What do you want the college to do to resolve your complaint? (If you need more space, either here or below, attach a separate sheet.)

Have you tried to resolve your concern informally and directly with the person(s) involved?

Please Explain

Do you have any documentation in support of your complaint that you want to submit to the college? If so, please itemize them below and attach them to this form.

By signing this form, I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, declare the information provided by me in Part A to be true and correct.

Student Signature Date(dd/mm/yyyy)

By signing this form, I certify that I have received a copy of this form on behalf of SCIU

Dean Signature Date (dd/mm/yyyy)

**Part B:** (to be completed by college staff):

1. **Formal Procedure Resolution and follow up:**

Record here any decision that resulted from the formal process meeting between the student and the college staff member, the reason for that decision, and a description of the complaint resolution that will be implemented and monitored.

We, (student name)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and (college staff name)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_declare that we have agreed to implement and monitor the resolution plan described above.

Student signature Date

Dean signature Date

1. Closure of Student’s complaint and mutually satisfactory outcome:

This part to be signed by both the student and the college staff representative, when a mutually satisfactory resolution has been achieved.

I/We, (student name)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and (college staff name) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ declare that the resolution described in (i) above has worked to our mutual satisfaction and agree to close this complaint,

Student Signature Date

Dean Signature Date

**Section 2: Request to Review the Formal Procedure Resolution Outlined in Part B above.**

Part C: To be completed by the student when requesting a review

Describe the reasons why the complaint resolution plan resulting from the formal procedure from Part B above was unsatisfactory.

Student’s Signature Date