

**St. Augustine College
Written Student Complaint Form**

Instructions: Please complete Part A1-6 of this form in your own words, and submit it to an Academic Advisor in person at any St. Augustine campus. Be sure to receive a copy of this complaint, signed by the Academic Officer who accepted this written complaint before leaving the office.

Part A1: Student Information:

First Name: _____ Last Name: _____

SAC ID number: _____ Date of Birth ____/____/____ or

Last four digits of Social Security number: _____

Please note that St. Augustine College, for the protection of the confidentiality of the student and of the College, will relay all communications regarding this complaint to the student's St. Augustine College assigned e-mail address only.

Part A2: Briefly describe the problem or concern in terms of what happened, person(s) involved, when and where it occurred. Please attach a copy of any additional information that may be pertinent to the complaint:

Part A3: Briefly describe what you did informally to resolve the problem, if anything, before filing this formal, written complaint. And why was your informal attempt at resolution not successful:

Part A4: What is your best recommendation as to the resolution that you prefer St. Augustine to take to resolve this complaint?

Part A5: Student signature: The information that I have reported above is accurate and true to the best of my knowledge and will be treated as confidential.

Signature of Student _____

Date: _____

Part A6: Office of Academic Advising acknowledgement: Signature of the Academic Advisor who received this written complaint and accepts responsibility for assuring the complaint is logged and forwarded to the Assistant Dean for Advising.

Signature of Academic Advisor _____ **Date:** _____

Complaint Log Number _____ **COPY TO STUDENT AFTER SIGNATURE!**

Part B1: Analysis by the Assistant Dean for Advising of the actions/discussions needed to resolve the complaint: What steps/actions need to be taken in order to resolve this complaint, including identification of those St. Augustine personnel who need to be involved in the resolution.

Part B2: Recommended resolution of the written complaint by the Office of Academic Advising: Please document here the steps/actions taken in order to resolve the Student Complaint, including identification of those St. Augustine personnel involved in the resolution.

Additional notes on any special circumstances or explanations:

Part B3: FORWARD COMPLAINT, RECOMMENDATION AND ALL BACKUP DOCUMENTATION TO THE DEAN OF ACADEMIC & STUDENT AFFAIRS

Date: _____

Part B4: Dean – Approve and Acknowledge resolution of the complaint, with an attached copy of the communication sent to the student explaining the resolution put in place.

Signature _____ Date: _____
Dean of Academic and Student Affairs