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| 437B2 0 1 9 - 2 0 2 2 F A C U L T Y C O N T R A C T |
| 438BJ: STUDENT  COMPLAINT |  |
| 440BAdjunct | 441BProb. | 442BRegular | 443BDept. Chair | 444B◼ Appendix J: Documentation of Student Complaint ◼ |
| 445Bx | 446Bx | 447Bx |  | 448B◼ Mt. San Antonio College ◼ |

Overview:

Mt. San Antonio College is committed to student success. We are interested in assisting both students and faculty in the resolution of student complaints.

When these concerns are minor, we encourage students to meet directly with the faculty member with the aim of resolving the issue at the lowest level possible. When informal discusions do not resolve the issue, or where the issues are more serious, the student may file a complaint.

A student complaint does not include a grade challenge, or an allegation of discrimination or sexual harassment, or other conduct for which immediate disciplinary action could result. (Students challenging a grade should consult with the office of Student Life. Allegations of discriminiation or sexual harassment should be addressed in Human Resources).

The complaint process is not anonymous and the professor is prohibited from retaliation.

 Date:       Time:

Student Name(s):       ID#

Contact #: Phone U(     )       U Cell U(     )

E-mail:

Faculty Member:       Ext.

Class:       Meets (Day/Time):

Department Chair (or appropriate manager if chair is not available) receiving complaint:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**1. Summary of problem and timeline of related events (to be filled out by student):**

**2. Student’s request made to resolve problem (to be filled out by student):**

Student Signature:       Date:

This form cannot be processed without the student signature

**3. Professor’s perspective:**

Date professor contacted:       via: [ ]  e-mail [ ]  phone [ ]  other

Date of professor’s response:

**4. Follow-up with student:**  Date:      Form of contact:       by:

**5. Follow up with professor (if applicable):**

Copy sent to:

 [ ]  Faculty Member

 [ ]  Student

4/05; 7/05; 7/06, 3/17