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| 437B2 0 2 2 - 2 0 2 5 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 discussions 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 discrimination or sexual harassment should be addressed in Human Resources).

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

 Date:Click or tap to enter a date. Time:Click or tap here to enter text.

Student Name(s) Click or tap here to enter text. ID#

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

E-mail: \_\_\_\_\_\_\_

Faculty Member: Ext.

Class:Click or tap here to enter text. Meets (Day/Time):Click or tap here to enter text.

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

\_Click or tap here to enter text.\_

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

Click or tap here to enter text.

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

Click or tap here to enter text.

Student Signature: Click or tap here to enter text.\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This form cannot be processed without the student signature

**3. Professor’s perspective:**

Date professor contacted: Click or tap here to enter text. via: [ ]  e-mail [ ]  phone [ ]  otherClick or tap here to enter text.

Date of professor’s response:Click or tap to enter a date.

**4. Follow-up with student:**  Date:Click or tap to enter a date. Form of contact: Click or tap here to enter text. by:Click or tap here to enter text.

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

Click or tap here to enter text.

Copy sent to:

 [ ]  Faculty Member

 [ ]  Student

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