



Filing a Student Complaint

To understand the process of filing a complaint we recommend that you read the information below.

Policy Statement

Any student with a complaint who feels they have been treated unfairly will have the right to be heard fairly and promptly. The college recognizes that disputes may sometimes arise and requires the parties involved to resolve the conflict informally whenever possible. If resolution cannot be reached, a formal complaint process will be provided in order to assure impartial and equitable resolution for those conflicts.

The Complaint Process

The complaint process is divided into an informal and formal process. This process is initiated by the student who will receive support and information during each of the four steps that may be involved. A complaint may be resolved at various stages of the process. Complaints should be filed as soon as possible and no more than 90 days after the incident occurs. Students will receive an automatic notification via their Clinton College email account that their complaint has been received.

Filing an Informal Complaint

Step One: The first step a student should take in resolving a concern or complaint is to directly address the faculty member, staff member, or student in question. As a professional courtesy, students are advised to:

- Email the staff, faculty, or administrator which whom they have a complaint to schedule an appointment rather than having a casual hallway conversation or calling the person when they may not be able to stop and talk
- Be clear about what their concern is and how they would like the issue resolved

There may be some cases in which a student might feel uncomfortable directly addressing the person about whom they have a complaint. If this is the case, the student should do the following:

- Contact the Vice President of Academic Services /Academic Dean in the case of a faculty member
- Contact the Residential Life Director or Vice President for Student Success/ Dean of Students in the case of a staff member.

Contact the Residential Life Director or the Vice President for Student Success/Dean of Students in the case of a student.

move into the formal complaint process listed below. If they have questions or would like assistance with this process, they should contact studentcomplaints@clintoncollege.edu.

Filing a Formal Complaint

Step Two: Students may utilize the formal complaint process after exhausting the informal complaint process directly with the pers

an automatic notification via their Clinton College email account that the complaint has been received. Based on the Vice President of Student Success findings, a decision will be made in writing to the student and the person alleged to have caused the grievance within (10) ten business days of receipt of the findings report. In this step of the process, the complaint Vice President/Dean. Decisions made by the Vice President/Dean can be appealed in Step 4 of the process.

Step Four: To appeal a decision made by the Vice President/Dean with whom the student worked to resolve a complaint or concern, they must submit an email to: studentcomplaints@clintoncollege.edu stating their desire to appeal the current decision and providing the following information:

- Brief outline of steps already taken toward resolving the issue
- Decision given by the Vice President/Dean
- Reason for appealing this decision
- Possible solution(s) they suggest regarding the issue
- Contact information (phone, email, etc.)

automatic notification via their Clinton College email account that the complaint has been received. Based on the findings, a decision will be made in writing to the student and the person alleged to have caused the grievance within (10) ten business days of receipt of the findings report.

President/Dean, and the College President. **Decisions made by the President are final and cannot be appealed.**

If students have any questions or would like a4usteps already taken toward resolving the issue

President, Clinton College

Date

Student Complaint Form: Discrimination

Please check the applicable boxes. I am filing this complaint as a:

This completed form can be submitted via email to studentcomplaints@clintoncollege.edu or printed and submitted to the office of the Vice President of Student Success in the Fisher Bldg.

PLEASE PRINT CLEARLY

First name _____ **Last name** _____

Date of incident _____ **Date of report** _____

Location of incident _____

Contact information

On Campus: Dorm _____ Room _____

Address _____

City: _____

State: _____

Zip: _____

Phone Number: () _____ - _____

Email (Clinton College) _____

Type of Complaint: Check all that apply

Describe the resolution you are seeking.

I certify the above statement is true and accurate.

Complainant Signature

Date

Authorized Personnel Only

Complaint taken by:

Print Name

Signature

Date

2. _____
3. _____
4. _____
5. _____

Please list all witnesses you believe have knowledge of the events and the relationship to you
(co-

Describe the resolution you are seeking.

I certify the above statement is true and accurate.

Complainant Signature

Date

Authorized Personnel Only

Complaint taken by:

Print Name

Signature

Date



General Complaint Form

Complete this form for all complaints excluding grading disputes, sexual harassment, discrimination

Check this box if you want to remain anonymous

Please check the applicable boxes. I am filing this complaint as a:

This completed form can be submitted via email to studentcomplaints@clintoncollege.edu or printed and submitted to the office of the Vice President of Student Success in the Fisher Bldg.

PLEASE PRINT CLEARLY

First name _____ **Last name** _____

Date of incident _____ **Date of report** _____

Location of incident _____

Contact information

On Campus: Dorm _____ Room _____

Address _____

City: _____

State: _____

Zip: _____

Phone Number: () _____ - _____

email (Clinton College) _____

Have you attempted to resolve this matter? Yes No

If yes, please list the name(s), department(s), or titles(s) of all other persons with whom you have discussed this matter and state the date(s) of the communication(s).

1. _____
2. _____
3. _____
4. _____
5. _____

Please list all witnesses you believe have knowledge of the events and the relationship to you (co-worker, supervisor, student, faculty, instructor, etc.) and their contact information, if known.

1. _____

