

Fullerton College

Student Complaint Form

EXPLANATION OF PROCESS ON THE BACK OF THIS FORM

Name: _____ Date: _____
(Print) Last First Middle

Student ID #: _____

Address: _____
Number Street City Zip

My complaint is: _____

I request that: _____

Student's Signature: _____

Recommendations/Comments:

Dean's Signature

Department

Comments: _____

Signature: Vice President of Student Services

Date

Comments: _____

President's Signature: _____

Date _____

Fullerton College

Student Complaint Procedure

Definitions

Informal Complaint: The student shall resolve the issue directly with the faculty or staff member directly involved. If a student is uncomfortable speaking to the faculty or staff member, they have the right to have someone accompany them throughout the process.

Formal Complaint: This procedure is recommended for general serious or ongoing complaints or concerns regarding Fullerton College faculty, staff, services, instruction, and/or classes. Any and all complaints should be addressed as soon as the issue arises. Grade appeals follow the Grade Appeal Process.

Students should refer to the Fullerton College Catalog for the specific process for resolving student to student conduct, grade appeal and sexual harassment issues.

Procedures

Informal: Students shall resolve the issue directly with the faculty or staff member involved. Students uncomfortable speaking to the faculty or staff member have the right to have someone accompany them throughout the process.

Formal:

1. It is the student's responsibility to initiate the process. The college has a legal responsibility to deal directly with the student. Forms will be available in Division Offices.
2. Student should set up an appointment with the appropriate Dean or Director and submit the designated Complaint Form.
3. If the student feels the issue is not resolved or if the complaint concerns the Dean or Director, the student can ultimately contact Fullerton College's Vice President of Student Services or the Vice President of Instruction. Both offices are located on the first floor of the 100 building.
4. The student will be notified in writing after each formal step using the Student Complaint form available in Division Offices.
5. If the student's complaint is not resolved, the student may file a formal complaint at the state level at <http://californiacommunitycolleges.cccco.edu/complaintsform.aspx>