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 ________________________

Copies to: Student Instructor Dean VPSS Office Original: Admissions & Records
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 in 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](http://californiacommunitycolleges.cccco.edu/complaintsform.aspx)

Date: 07-06-11