

STUDENT COMPLAINT INTAKE FORM

TCSP is committed to mutual respect and the effective resolution of student complaints through an efficient and fair procedure. When informal resolution of a student complaint is not possible, a formal complaint resolution procedure is available pursuant to these requirements:

- Issues Eligible for Review: Issues eligible for review include the implementation of policies and procedures, and issues concerning transcripts, financial aid, classroom issues, course scheduling, personal hardship matters, student accounts, military benefits matters, access accommodation-related matters, and advising.
- Issues Ineligible for Review: Issues ineligible for review include the substance of any duly adopted policy or procedure, the substance that forms the basis for student performance evaluation, academic performance, grade appeals, transfer credits, course content, decisions regarding a student's academic status (including SAP), content or quality of services that do not arise from a specific act or incident and/or where a student cannot show disadvantage or unfair treatment; comments about the general content or provision of a course or program, and general allegations of misconduct or inappropriate behavior by students.

For issues related to sexual misconduct, please see the Policy on Sexual Misconduct. For issues related to discrimination or harassment, please see the Policy on Discrimination and Harassment.

INSTRUCTIONS: To file a formal complaint, complete this form and submit it with all supporting documentation to the Dean of Academic Affairs of your home campus.

STUDENT NAME _____ **STUDENT ID#** _____

TCSP E-MAIL _____ **PHONE#** _____ **LOCATION** _____

TERM/SEMESTER & YEAR _____ **DEGREE LEVEL** _____ **PROGRAM** _____

RESPONDING PARTY(S) NAME, TITLE, and DEPARTMENT _____

How is the Responding Party responsible for the decision, action, or inaction related to your complaint?

If your complaint is about the misapplication of or failure to apply a written school policy, a regulation or rule, or a violation of federal or state law (except as related to sexual misconduct, discrimination, or harassment), cite the specific policy, regulation, rule, or law at issue:

What steps have you taken to resolve this matter informally?

Attach to this form the following required documentation:

1. A detailed description of your complaint
2. Any supporting documentation
3. A summary of your requested resolution

Submit your complaint to the Dean of Academic Affairs on your campus.

STUDENT SIGNATURE _____ **DATE** _____

DEADLINE: Forty-five (45) business days after initial action or inaction that gave rise to the complaint.