



# CLOVIS COMMUNITY COLLEGE

## Student Complaint Form

**Instructions:** Students must use this form to lodge a complaint regarding a student or a Clovis Community College staff or faculty. The form **MUST** be completed by the student making complaint.

Name (print): \_\_\_\_\_ Student ID: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

### DETAILS OF COMPLAINT

Complaint is Against (Name): \_\_\_\_\_

Course (include course and section number) or Service Area: \_\_\_\_\_

### DECIPTION OF COMPLAINT:

(Include circumstances, dates, times, and name of person(s) or witness(es) involved. Who or what is the complaint about? Are any witnesses willing to testify about what occurred?)

### EXPLAIN WHAT STEPS YOU HAVE ALREADY TAKEN TO SOLVE THE PROBLEM: *(Check that apply)*

- Talked with person.
- Talked with supervisor. Name of supervisor: \_\_\_\_\_
- Other *(Explain)*:

### RESULTS/OUTCOME OF THE ABOVE (IF ANY) TO DATE:

### WHAT ACTION ARE YOU NOW REQUESTING? *(State what you expect as a result of filing this form.)*

\_\_\_\_\_  
SIGNATURE OF STUDENT

\_\_\_\_\_  
DATE

**INSTRUCTOR/ACCUSED RESPONSE:**

\_\_\_\_\_  
*NAME (print)*

\_\_\_\_\_  
*Date Responded*

**STUDENT RESPONSE:**

\_\_\_\_\_  
*Date Responded*

**DEPARTMENT CHAIR ACTION/RECOMMENDATION:**

\_\_\_\_\_  
*NAME (print)*

\_\_\_\_\_  
*Date Responded*

- Complaint Resolved/Resolution Reached
- Referred to Dean-Date Referred: \_\_\_\_\_

**DEAN ACTION/RECOMMENDATION:**

\_\_\_\_\_  
*NAME (print)*

\_\_\_\_\_  
*Date Responded*

- Complaint Resolved/Resolution Reached
- Referred to Vice President-Date Referred: \_\_\_\_\_

**VICE PRESIDENT ACTION/RECOMMENDATION:**

\_\_\_\_\_  
*Date Responded*

- Complaint Resolved/Resolution Reached
- Referred to A
- Academic Standards- Date Referred \_\_\_\_\_
-

**Thank you for taking the appropriate steps to bring your issue to our attention. The following will provide the process and guidelines to submit a student complaint. Please follow the course of action outlined below as stated in the Clovis Community College student handbook.**

### DEFINITION OF STUDENT COMPLAINT

Any complaint concerning an alleged unauthorized or unjustified act or decision by a staff member not involving sexual harassment and/or discrimination which adversely affects the grade, status, rights, or privileges of a student is the concern of the Clovis Community College administration. See [Board Policy AR 5530](#)

### STUDENT COMPLAINT PROCEDURES

1. Discuss the problem with the individual involved.
2. If a mutually satisfactory understanding has not been reached at step one, please complete the attached Clovis Community College Student Appeal/Complaint Form and return it to the Office of the Deans suite (AC2-235). The appropriate Dean will review the complaint and when applicable will forward the complaint to the appropriate Department Chair responsible for the service or instructional area. The Department Chair will review and attempt to address/resolve the complaint.
3. If the student's concern(s) remains unresolved after step one and step two, the complaint will be forwarded to the appropriate dean for further consideration. The dean will review the complaint and outcomes of past steps and attempt to address/resolve the complaint.
4. If the student is not satisfied with the outcome at step three, as a final step, may request to have the complaint form forwarded to the Vice President of Instruction or the Vice President of Student Services.

<b>If the instructor teaches:</b>	<b>Department Chair:</b>	<b>Contact Information:</b>
Natural & Health Sciences	Jared Rutledge Office: AC2-204	Phone: (559) 325-5395 <a href="mailto:jared.rutledge@cloviscollege.edu">jared.rutledge@cloviscollege.edu</a>
Student Services: Counseling, Interdisciplinary Studies, Student Success, Tutoring	Rachel Moring Office: AC2-133	Phone: (559) 325-52221 <a href="mailto:rachel.moring@cloviscollege.edu">rachel.moring@cloviscollege.edu</a>
Math & Engineering: Engineering, Math, Mechatronics	Carole Sullivan Office: AC1-141	Phone: (559) 325-5323 <a href="mailto:carole.sullivan@cloviscollege.edu">carole.sullivan@cloviscollege.edu</a>
Physical & Computational Sciences: Chemistry, Computer Science, Cooperative Work Experience, Geology, Information Systems, Instructional Designer, Physics	David Cao Office: AC3-147	Phone: (559) 325-5430 <a href="mailto:david.cao@cloviscollege.edu">david.cao@cloviscollege.edu</a>
English & Library	Melanie Sanwo Office: AC2-208	Phone: (559) 325-5272 <a href="mailto:melanie.sanwo@cloviscollege.edu">melanie.sanwo@cloviscollege.edu</a>
Athletics & Humanities	Anna Martinez Office: AC1-182	Phone: (559) 325-5322 <a href="mailto:anna.martinez@cloviscollege.edu">anna.martinez@cloviscollege.edu</a>
Social Science: Anthropology, Geography, History, Political Science, Psychology	Scott Phillips Office: AC2-274	Phone: (559) 325-5396 <a href="mailto:scott.phillips@cloviscollege.edu">scott.phillips@cloviscollege.edu</a>
Social Science: Accounting, Business, Criminology, Early Childhood Education, Economics, Education, Marketing, Sociology, Statistics	Dennis Montejano Office: AC1-276	Phone: (559) 325-5047 <a href="mailto:dennis.montejano@cloviscollege.edu">dennis.montejano@cloviscollege.edu</a>