

STUDENT COMPLAINT FORM

Cedar Crest College encourages students to resolve disputes through direct communication, as appropriate, with the individual or office involved and by following relevant College policies and procedures. Students may file a complaint with Cedar Crest College using this form if they have followed relevant procedures but believe they have not been treated fairly and impartially, if College policies and procedures have not been followed, or they wish to object to College policies and procedures.

- 1) **Student Name:**
- 2) **Student ID #:**
- 3) **Student Email Address:** **@cedarcrest.edu**
- 4) **Subject of Complaint:** *(Select multiple subjects by holding down the "Control" button while clicking.)*

- 5) **Date of Incident:**
- 6) **Location of Incident:** *(Select from drop-down menu.)*

Detailed Location of Incident:

- 7) **Incident Description:** *Please describe in factual detail the cause for the complaint, the specific names of people or organizations involved, and any other circumstances important for the complaint. Attach additional pages as needed.*

- 8) **College Procedures:** *Have you used the College's procedures to resolve your complaint?* YES –or– NO
Please explain:

- 9) **Desired Resolution:** *What would you prefer to see happen to resolve this complaint?*

Complaints must be reported within one (1) calendar year of the incident that caused the complaint. Complaints will be received by the Office of the Provost and the Office of Student Affairs and then forwarded to the relevant College official(s) or office(s) for review. The College will seek to address complaints within twenty (20) business days. Individuals and offices identified as party to a complaint may be notified and asked to provide relevant information.

Retaliation of any kind against a student for submitting a complaint, participating in a complaint procedure, or refusing to participate in a complaint procedure is explicitly prohibited.

Records of all complaints received by Cedar Crest College will be maintained pursuant to federal regulations (34 CFR 602.16(a)(1)(ix)) and will be subject by review to College officials and committees (e.g., the Compliance Committee) and external accrediting agencies.