



**GUAM COMMUNITY COLLEGE
STUDENT SUPPORT SERVICES
Student Complaint Form**

A complaint is an allegation of improper, unfair, arbitrary or discriminatory treatment by college personnel. Student should attempt to resolve concerns informally before filing a complaint. Any student or group of students may file a complaint concerning any campus issue and discuss it with the appropriate employees or administrators, but may carry it no further unless a complaint falls within the definition of a grievance. A complaint may constitute a grievance if the issue is not mutually resolved, and the complaint falls within the definition of a grievance.

Name: _____

Date: _____

Student ID: _____

Email: _____

Address: _____

Phone (day): _____

Evening or
Cell: _____

Complaint Filed With: _____

Describe the nature of your complaint. (Be factual. Include names, dates, and other specific information. Describe actions you have taken to resolve the issue, e.g. discussed concern with instructor. Use reverse side if necessary.)

END OF STATEMENT



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Response requested:

☐ Administrative Awareness ☐ Meeting with persons involved and administration

☐ Other, explain _____

Notification Date: _____ **Notification Format:** _____

Administrator's Notes:

DATE OF INTERVIEW: _____ SSS STAFF PRESENT: _____

ACTION OR RESOLUTION TAKEN:

[] I _____, am satisfied with the resolution of my student complaint. My complaint was handled in a timely and professional manner and I would like to close my complaint.

Student Signature

Date: _____

Student Signature

Date: _____



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[] I _____, am dissatisfied with the resolution of my student complaint. I would like to proceed to the step 3 and/or 4 of the Student Formal Complaint Process.

Student Signature

Date: _____

Student Signature

Date: _____

Case Closed: [] Yes

[] No

Reason: _____

Signed: _____

R. Gary Hartz
Associate Dean, SSS

Date: _____