Illinois Eastern Community Colleges

Frontier | Lincoln Trail | Olney Central | Wabash Valley

Student Complaint/ Complaint Appeal

In accordance with Policy, and Procedure for Complaints from Students 100.16.1 Step 1: Students must attempt to resolve complaints informally by communicating with their instructor or service provider.
Step 2: If the matter is not resolved, use this form to initiate a formal written complaint. This form is not to be used for complaints governed by other IECC policy and procedure (e.g. sexual harassment, grade appeals, ADA, Student Code of Conduct, and readmission petitions). All areas must be completed to process the complaint. See **www.iecc.edu/studentcomplaint** for additional information and time restrictions.

Student Name: _____ Date of Submission: _____

Student ID#: _____ Phone Number: _____

Address: _____

Complaint Category. Select one and submit to the appropriate personnel identified:

☐ Academic Based, Instruction (Meta-Major Dean)

☐ Academic Based, Advising (Program Director of Academic Advising)

☐ Non-Academic Based (Dean of Students)

Description of Complaint – *Please provide a detailed description of the incident or concern using specific, concise, and objective language (who, what, where, when, why, and how). Photos, videos, emails, and other supporting documents may be attached or submitted.*

Confirmation of Step 1 Completion – *Please explain how you attempted to resolve the matter informally.*

Resolution Requested – *Please describe the resolution you are requesting to the complaint. What results, outcomes, or solutions are you anticipating as a result of filing this formal complaint?*

========== This section should only be completed when filing an appeal. ==========

Appeal a Decision. If the matter is not resolved after filing a formal complaint, you may file an appeal. Attach your original complaint form/supporting documents and submit to:

☐ Step 3 – Appeal to the Appropriate Vice-Chancellor ☐ Step 4 – Appeal to the Chancellor