SFA Formal Student Written Complaint Form

Return completed form to the Dean of Student Affairs in Student Center Room 3.105 or e-mail to dosa@sfasu.edu

Office Use Only:  Date Received: ___________
Case ID: ___________

First & Last Name        CID Number
Mailing Address        Cell Phone Number

All e-mail correspondence will be sent to your official SFA e-mail address.

A formal complaint must meet the following thresholds:

- The complaint alleges a violation of written university policies or procedures, OR
- The complaint alleges a written university policy or procedure has been arbitrarily, capriciously or unequally applied, AND
- The complaint has been unsuccessfully resolved through informal resolution strategies, AND
- The complaint has been communicated in writing and asserts that a formal complaint is being filed.

I. Which university policy or procedure are you submitting your complaint concerning?

(If you are unsure, the Dean of Student Affairs Office can provide assistance.)

II. Have you attempted to resolve your concern in the department or office where you are having difficulty?

_____ Yes  _____ No

For complaints that are related to a policy or procedure that has prescribed complaint procedures, those relevant grievance procedures will govern the response.

For complaints that related to a policy or procedure with no prescribed grievance procedures, the following process will apply:

*Formal complaints must be filed within 30 university business days of the university action creating the student’s concern. Upon submission, the formal written complaint will be routed to the appropriate administrator for review. Upon receipt of the complaint, the administrator will notify the submitting student of its receipt and has 20 university business days to provide a written response. For complaints filed at the end of or between semesters, additional response time may be necessary to allow for availability of the relevant parties. When additional time is necessary, students will be advised in writing of the estimated time for response within 20 university business days of receipt of the complaint.*
In the space below, outline how you believe the policy or procedure has been violated or how it has been unfairly applied to you. Include as much detailed information as possible regarding the situation (i.e. name, dates, etc.).