



COMPLAINT/INCIDENT REPORT

Any individual (student, faculty, staff, or administrator) who wishes to file a complaint or report an incident may use this form. **Please see “Guidelines for Complaints” page 3 of this document.**

Please do not use this form to dispute a grade or for other academic appeals. For grade and other academic appeals refer to the WVC College Catalog or website.

**SUBMIT THIS FORM TO THE OFFICE OF THE VICE PRESIDENT, STUDENT SERVICES
 LOCATED IN THE COUNSELING BUILDING.**

When? Date and Time	Who? Names of persons involved

Where? If class, include section # and course name	Witnesses:

What happened? Please give in details as much information as possible regarding the nature of complaint or the incident that occurred. Use the back of the form if necessary. Be sure to provide your contact information including your email address.

Name of Person filing complaint: _____ Home Phone: _____
 Mailing Address: _____ Cell Phone: _____
 Your email Address _____

I have completed this report as a request for this complaint/incident to be investigated and appropriate action to be taken.

 Signature Date Date Received Staff Initials

FOR OFFICE USE ONLY: The VPSS will notify the following appropriate administrator or department:

Notification to: ___ Vice President of Instruction
 ___ District Police
 ___ Dept. Chair
 ___ Division Chair



GUIDELINES FOR COMPLAINTS

- The complainant will first attempt to resolve the complaint with the person or group directly involved in the issue.
- If the issue is not resolved, the complainant will meet with the appropriate supervisor (for example dept. chair, coordinator, or director).
- The complainant or the supervisor will document complaint by completing the Complaint Form (page 1 of this document).
- The supervisor shall hear both parties and seek to resolve the matter. A collaborative joint meeting may include the appropriate Vice President and/or the division chair if warranted.
- After the complaint has been addressed, the supervisor will document it by notifying the complainant.
- If the issue is not resolved at the department level, the complainant will meet with the supervisor's supervisor (for example, Division Chair, dean) who will seek to resolve the matter or inform the individual of the formal grievance process. If the complainant wishes to file a **formal grievance**, he/she must inform the appropriate supervisor (division chair, dean etc.) and documentation including the completed Complaint Form must be submitted to the Vice President of Student Services who will review and ensure the appropriate administrator addresses the grievance.
- The District Policy on Academic Grievance is contained in the College Catalog.