

# Clark College Student Formal Complaint Form

**Complete the form only after you have attempted the informal complaint process first. PDF hardcopies may be submitted to the Student Affairs Vice President's office located in Gaiser Hall 204 (GHL 204) or sent via Fax to 360-992-2878.**

Student Contact Information		
Last Name	First Name	Middle Name
Street Address		
City	State	Zip Code
Telephone Number (   )	Clark Student Email Address	
Student ID Number	Term and Year Last Attended	

Complaint Information			
<u>Area of the College the complaint is about:</u>			
<input type="checkbox"/> Academic policy/procedure	<input type="checkbox"/> Administration	<input type="checkbox"/> Staff	
<input type="checkbox"/> Services	<input type="checkbox"/> Facilities		
<input type="checkbox"/> Instructor Name: _____	Class Course & ID: _____	Quarter: _____	
<u>Location where the incident occurred:</u>			
<input type="checkbox"/> Columbia Technical Center (CTC)	<input type="checkbox"/> Main Campus	<input type="checkbox"/> Clark at WSU-Vancouver	<input type="checkbox"/> _____ (other)

1. *Please describe how you have first attempted to resolve this issue through the Clark College informal complaint process?*

Who did you talk with and when? \_\_\_\_\_

What was the outcome and why are you pursuing the formal complaint process?  
\_\_\_\_\_

Please note that Clark College will only investigate formal complaints after the student has first attempted to resolve the issues informally.

2. *Explain the circumstances of this formal complaint. Be specific in explaining your concerns; include dates and the names of individuals who may be involved. Please attach any supporting documentation or additional information you think is relevant to this form.*

3. *Describe your attempts to resolve the issues leading to your formal complaint. Be specific in explaining your efforts; include dates, campus location, names of college staff, and names of college department and include information*

*about the college's response. Please attach any supporting documentation or additional information you think is relevant to this form.*

4. *What would you consider to be an acceptable resolution to your complaint?*

5. *Have you filed a complaint with any other organization or entity related to this formal complaint?*  Yes  No

If yes, please provide us with the name of the organization(s) and the outcome.

Clark College will use the information you provide to assist with resolving your formal complaint. By signing this document and submitting a formal complaint, you consent to Clark College's disclosure of any protected or confidential information that may be needed to review your complaint, including referring complaints to another organization with jurisdiction and authority over the issue.

The information given in this complaint is true and accurate to the best of my knowledge and I understand that if I fail to respond to requests for additional information or to questions about this complaint, the college may dismiss my complaint.

Student Signature \_\_\_\_\_ Date: \_\_\_\_\_

For assistance with questions or in completing this form you may contact [studentcomplaints@clark.edu](mailto:studentcomplaints@clark.edu)