

# Student Complaint/Grievance Reporting Form

## Office of Student Affairs



This form is intended for use by any student wishing to make a formal complaint about a person, policy or university process. If a student feels that there has been a violation of the RSU Student Code, then the appropriate form to use in the *Violation of Student Conduct Code Reporting Form*, which is also available in the Student Affairs office.

Name of Student Making Report: \_\_\_\_\_ Today's date: \_\_\_\_\_

Contact Number: \_\_\_\_\_ Address: \_\_\_\_\_

### Your Classification:

- Freshman       Sophomore       Junior       Senior       Other

### Nature of Complaint/Grievance:

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Academic/Enrollment* | <input type="checkbox"/> Student Services      | <input type="checkbox"/> University policy or procedure |
| <input type="checkbox"/> Business Affairs     | <input type="checkbox"/> Parking/Campus Police | <input type="checkbox"/> Food Services                  |
| <input type="checkbox"/> Financial Aid        | <input type="checkbox"/> Housing               | <input type="checkbox"/> Student                        |
| <input type="checkbox"/> Other _____          |  |   |

*\*Note: If your complaint involves alleged academic misconduct it should be reported to an appropriate academic department. There is a Code of Academic Conduct procedure for reporting misconduct that is outlined in Title 12 of the RSU Student Code.*

**Part One:** In the space below explain in chronological order the nature of your complaint with as much detail as possible. For example, list persons involved, date(s) and time(s). If needed, attach additional pages or you may attach a typed statement.

**Part Two:** Is there a particular outcome that you are seeking? If so, what is it? Please keep in mind that the outcome you are suggesting is not guaranteed. The goal of the Student Affairs office is to engage in fact finding regarding your complaint/grievance, communicate your concerns to appropriate areas, and to assist in the resolution of any concern.

*I understand that some incidents, particularly sexual assault or the intent to do grave bodily injury may be subject to emergency action as authorized by public law. Student Affairs upholds FERPA (privacy rights) in all matters. By your signature below you are also acknowledging that the Dean of Students or the Student Development Director will determine what information may be shared as educational need-to-know in the investigation of this complaint. Also, be aware that the information stated in this form may be used in RSU conduct proceedings and/or civil court proceedings.*

Your signature: \_\_\_\_\_ Phone: \_\_\_\_\_

**Space Below for Office Use Only**

**Initials of Staff Person Reviewing Complaint/Grievance:** \_\_\_\_\_ **& Date** \_\_\_\_\_

**Action Taken and Determination/Resolution:**

- Matter did not require action (Ex: Student wished to report or bring issue to our attention).  
**Date** \_\_\_\_\_
- Matter referred to the following academic department: \_\_\_\_\_ for resolution.  
**Date** \_\_\_\_\_
- Matter referred to the following business area: \_\_\_\_\_ for resolution.  
**Date** \_\_\_\_\_
- Matter referred to \_\_\_\_\_ for further action.  
**Date** \_\_\_\_\_
- Matter referred to campus police. **Date** \_\_\_\_\_
- Matter dismissed by student complainant.  
**Date** \_\_\_\_\_
- Matter handled by Student Affairs in the manner described below:  
**Date** \_\_\_\_\_

**Manner of Follow-up with Student:**

- Student notified by telephone on \_\_\_\_\_
- Student notified in writing on \_\_\_\_\_
- Student notified in meeting on \_\_\_\_\_

