Student Services Lone Star College System

Student Written Complaints

(This complaint process is not intended to address complaints related to sexual harassment or discrimination prohibited by Lone Star Policy. Please refer to the Lone Star website for Student Code of Conduct for the process to report a complaint regarding Sexual Harassment or Discrimination and Lone Star College Catalog for issues related to academic appeals).

Code of Conduct:	
Academic Appeals:	
http://www.lonestar.edu/academic-a	nneal htm

It is the practice of Lone Star College System to assist all students in finding fair and just solutions to complaints related to their education and services. The complaints procedure is not intended to circumvent the normal chain of communication-or set aside the "open door policy" for students established by faculty and administrators.

Complaint Procedure

The student <u>must</u> first discuss with the person whose action has caused him/her to (consider filing) the complaint in an effort to resolve the situation informally.

- 1. If not resolved through informal discussion the student may complete a student complaint form and provide it to the supervisor of the person whose action has caused the complaint.
- 2. If the complaint is not resolved after that meeting, the student may submit the complaint to a level two supervisor.
- 3. If the matter is not resolved, the student may appeal in writing within **ten working** days to the Vice President for Instruction and/or Student Services, whose decision is final.

STUDENT WRITTEN COMPLAINT FORM

TO BE COMPLETED BY STUDENT. PLEASE PRINT.

Name	SS#	Student ID:	
Address			
Home PhoneCell		E-mail	
Student's signature		Date complaint filed	
	e person against w t, the date or time _l		to

TO BE COMPLETED BY COLLEGE OFFICIAL

A.	Name of Supervisor	Date:		
B.	Name of Second Level Supervisor	Date:		
B.	Name of Vice President	Date:		
C.	Date formal complaint received			
D.	Date of meeting with student	-		
Results by each level:				