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:
http://www.lonestar.edu/academic-appeal.htm

Academic Appeals:
http://www.lonestar.edu/academic-appeal.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 must 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 Phone _____________________________ Cell _______________________________ E-mail ______________________________ ______________________

Student’s signature _____________________________ Date complaint filed _____________________________

1. STATEMENT OF COMPLAINT: Please identify and clarify the basis of the complaint (attach additional sheets if needed). Include the name of the person against whom the complaint is being filed, the circumstances surrounding the complaint, the date or time period during which the action is alleged to have occurred, and all other pertinent details or documents. Please specify the relief or solution you are seeking.

_____________________________________________________________________________________________

_____________________________________________________________________________________________

_____________________________________________________________________________________________

_____________________________________________________________________________________________

_____________________________________________________________________________________________

_____________________________________________________________________________________________

_____________________________________________________________________________________________
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:

____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________