

The University of Arkansas
Community College at Hope



OFFICIAL COMPLAINT FORM

Student
 Non-student

Instructions:

1. Please PRINT or TYPE
2. Upon completion, this form may be mailed, hand-delivered to UACCH

What kind of complaint are you addressing?

Academic Non-academic

Full Name
Address
City State Zip
Home Phone
Work Phone
Cell Phone
Email

If the complaint deals with an academic matter, it should be returned to the Vice Chancellor of Academics. All other complaints should be returned to the Vice Chancellor for Student Services.

How do you prefer we contact you?

home work cell email

Informal Grievance Procedure

UACCH Policy requires students to make a good faith effort to resolve problems before filing a formal complaint.

Did you follow the College's informal grievance process to resolve your issue?

Yes No

Describe your grievance including the name of the instructor, staff, dean, supervisor and Vice Chancellor included in the informal grievance process.

Describe the outcome of the informal findings through the grievance procedure.

Have you filed this complaint with another organization? Yes No

Who did you contact?

Where the informal grievance procedure does not result in a resolution, the student may proceed to the Formal Student Complaint Procedure.

Formal Student Complaint

The Formal Student Complaint is filed when a student cannot resolve his or her grievance informally. The Official Student Complaint Form must be properly filled out and filed with the appropriate Vice Chancellor's Office.

Describe your complaint in detail. Specify any pertinent dates and personnel involved. What you are requesting the College to do in order to resolve the situation?

Information about official student complaints is shared with the College's accrediting agency, the Higher Learning Commission (HLC) of the North Central Association. Individual identities of students are shielded without the express permission of the complainants that they may be shared.