



ILLINOIS COMMUNITY COLLEGE BOARD
 401 EAST CAPITOL AVENUE
 SPRINGFIELD, ILLINOIS 62701-1711
 PHONE: 217-785-0123

STUDENT COMPLAINT FORM

Students, or consumers, who have a complaint they are trying to resolve with a specific community college are encouraged to try to resolve their issue through their institution's formal grievance procedures. All colleges have specific processes in place to address complaints locally.

You will find information regarding the institutions complaint procedures on the college's website, in the student handbook, and/or in the course catalog. You may also contact the Dean of Students.

- For issues regarding financial aid or tuition and fees, go directly to the financial aid or business office of the institution you attend.
- For grade disputes, try to resolve it with your professor, the chairperson of the department, the dean of the college where you are enrolled, or the vice president for academic affairs, in that order.
- For concerns related to the behavior of an individual student or professor, you should address this concern with that person first. If this is not feasible, discuss your concern confidentially with the appropriate staff person in the Dean of Student's Office or the Office of Student Services (e.g. Vice President of Student Development).
- ***If your safety or security is threatened, contact the proper authorities (e.g. campus security or local police) immediately.***

If you have filed a complaint at the institutional level and have remaining concerns, you may file a complaint with the Illinois Community College Board.

Date: _____

PERSON FILING COMPLAINT

NAME: _____ TELPHONE: _____
 ADDRESS: _____ Home: _____
 CITY: _____ Cell: _____
 STATE: _____ ZIP: _____ FAX: _____
 EMAIL: _____

COMPLAINT FILED AGAINST

NAME OF COLLEGE: _____
 COLLEGE CONTACT: _____
 TELEPHONE: _____ FAX: _____
 EMAIL: _____
 ADDRESS: _____
 CITY: _____ STATE: _____ ZIP: _____

STUDENT COMPLAINT FORM (continued)

DETAILS OF COMPLAINT (WHO, WHAT, WHERE, WHY, HOW, INCLUDING NAMES OF PARTIES INVOLVED AND A TIMELINE OF RELEVANT DEVELOPMENTS IN YOUR CASE):

***SUBMIT/ATTACH ALL DOCUMENTATION THAT APPLIES TO YOUR CASE INCLUDING ANY OFFICIAL LETTERS ISSUED BY THE COLLEGE REGARDING YOUR CASE AND EMAIL COMMUNICATIONS.**