



Appendix A- Student Grievance Complaint Form
Department of Student Affairs

PURPOSE OF FORM:

Students are advised to be familiar with Student Complaints Policy and Appeals Procedure located within the Student Handbook on the website before completing this form and must observe each step in the grievance process before advancing to the next stage.

SECTION 1 : STUDENT CONTACT INFORMATION

*FIRST NAME _____

*MIDDLE NAME (S) _____
(if applicable)

*LAST NAME _____

PHONE _____ (HOME) _____ (MOBILE) _____ (WORK)

*I.D. # _____ EMAIL _____

SECTION 2 : PROGRAMME INFORMATION

PROGRAMME OF STUDY _____ YEAR(S) ATTENDED _____
(Eg: 19XX-20XX)

CAMPUS(ES) ATTENDED _____

ENROLLMENT STATUS Currently Enrolled Graduated Prospective Student Withdrawn

SECTION 3 : STEPS TAKEN TO RESOLVE THE ISSUE

STEP 1- PROGRAMME COORDINATOR, CAMPUS MANAGER, HOD OR HOS (5 DAYS):

HOD/PROGRAMME COORDINATOR SIGNATURE DATE mm / dd / yyyy

STEP 2 - DIRECTOR OF STUDENT AFFAIRS (5 DAYS):

DIRECTOR OF STUDENT AFFAIRS SIGNATURE DATE mm / dd / yyyy



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SECTION 3 : STEPS TAKEN TO RESOLVE THE ISSUE Continued

STEP 2 - DEAN OF UNDERGRADUATE STUDIES/ SENIOR DIRECTOR OF GRADUATE STUDIES (10 DAYS):

DEAN/SENIOR DIRECTOR

SIGNATURE

DATE / /
mm / dd / yyyy

STEP 3- APPEAL (20 DAYS):

Internal Appeal

SIGNATURE

SIGNATURE

DATE / /
mm / dd / yyyy

External Appeal

SIGNATURE

SIGNATURE

DATE / /
mm / dd / yyyy