

LANE COMMUNITY COLLEGE STUDENT COMPLAINT FORM

This form is to be used by students to initiate the formal complaint procedure as outlined in the [Lane Community College Student Complaint Procedure](#). Students may seek the help of a trained campus advocate for assistance with the formal complaint procedure. (Ask for a referral at the Office of Academic and Student Affairs.)

Informal Complaint/Problem Resolution Process:

This section needs to be completed before filing a Formal Complaint. Contact the Manager of the department/person the complaint is about. If unsure of who this may be, ask the department office.

When was the Informal Problem Resolution process completed? (Date) _____

Who did you talk with (name of the manager): _____

What advocate assisted you: Name _____ Department: _____

Formal Complaint Process:

*This section is to be completed by the person filing the complaint, if dissatisfied after completing the informal process. Describe what happened, why you are dissatisfied with the informal problem resolution effort, and how you would like the problem formally resolved. You may use the back of this form or a separate piece of paper. Use as much detail as necessary (dates, names etc.) and attach any documents that will help us understand the issues. Contact ja@lanecc.edu or phone at (541) 463-5732 with questions. Formal complaints should be filed within 90 days of the incident. *The person this complaint is about will be notified.**

Name: _____ L Number: _____

Address: _____ City: _____ Zip: _____

Telephone: _____ Message/Cell telephone: _____

Email: _____

Complaint against: _____

Dept. (if applicable): _____

Date of incident(s): _____ Location of incident(s): _____

Date submitted: _____ **SIGNATURE:** _____

Please list the names of other persons with information about the complaint:

Name: _____

Email: _____

Telephone: _____

Name: _____

Email: _____

Telephone: _____

Office Use Only:

RETURN THIS FORM TO THE OFFICE OF THE EXECUTIVE DEAN FOR STUDENT AFFAIRS:

Building #3 (Administration), Second Floor
4000 E 30th Av, Eugene, OR 97405 Phone: (541)463-5732 FAX: (541) 463-4170