West Virginia State University
Student Complaint Form

Please complete the following information. Completed forms should be submitted to the Office of Enrollment Management and Student Affairs (130 Ferrell Hall). You will be provided with a copy of the form – dated and signed by staff.

Date Event Occurred:_________________________ WVSU Student ID Number: A_________________________

Student First Name:_________________________ Student Last Name: __________________________________

Local Address:____________________________________________________________________________________

City:______________________________ State:________ Zip Code:_____________________

WVSU Email Address:_________________________ Telephone Number: ________________________________

Check One:
___Former Student  ___Current Student  ___Future Student  ___Other

Identify the category of your complaint (check all that apply):
___Service  ___Building (Facilities)  ___Coursework  ___Individual (Personal)  ___Technology  ___Other

Describe the issue or concern. (Be specific regarding Who, What, When and Where.)

Have you talked with staff or the instructor regarding your concern? (If yes, please describe the outcome.)

When Addressing My Concern: (check one)
___You may use my name  ___You may use my name only after the end of the term  ___You may not use my name

How did you find out about the Student Complaint Process?
______________________________________________________________________________________________
______________________________________________________________________________________________

Student’s Signature:_________________________ Date: _____________________

For Office Use: Form Received by: ___________________________ Date Received: __________
Procedures for Tracking Student Complaints

All complaints should be forwarded to the Office of Enrollment Management and Student Affairs, 130 Ferrell Hall. The following procedures shall be followed to ensure dissemination of complaints to appropriate offices and timely response.

1. The Office of the Vice President for Enrollment Management and Student Affairs will accept and acknowledge receipt of complaints by: (1) dating complaints, (2) signing complaints, and (3) providing a copy of the dated and signed complaint to each complainant.

2. The Office of the Vice President for Enrollment Management and Student Affairs will speak with the appropriate Vice President to alert him/her that a complaint has been filed and share a copy of the complaint.

3. The Vice President for Enrollment Management and Student Affairs will email the student to advise him/her to whom and when the complaint was shared. (For complaints about the Division of Enrollment Management and Student Affairs, the Vice President will email the complainant acknowledging receipt of the complaint).

4. The appropriate Vice President will contact the complainant to acknowledge receipt of the complaint and inform the student of next steps.

5. The appropriate Vice President will respond to the student in writing within ten days.

6. Each Vice President will maintain the Complaint Tracking Log.

7. Complaint Tracking Logs and documentation confirming resolution of complaints will be maintained in each Vice President’s Office.

8. The Office of Enrollment Management and Student Affairs will create a Student Complaint Summary Report two times each year.