

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.