

Date:	Student Name:
Program:	ID Number:
Current Student <input type="checkbox"/> Former Student <input type="checkbox"/>	
*Did you follow the informal process? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If the informal process was not followed, please provide rationale:	
Name of Responsible Manager and Title:	
COMPLAINT SUMMARY	
Summarize the complaint. Be succinct; keep email/document to 1 page max when possible. Include timelines and details regarding your specific issue or concern.	
Was email sent to MSD Yes <input type="checkbox"/> No <input type="checkbox"/>	
An additional sheet is attached Yes <input type="checkbox"/> No <input type="checkbox"/>	
Student Signature:	Date:

Office Use Only

To be completed by the department manager where complaint originated. Check as completed.

- ☐ Acknowledgment of receipt was sent to student and copy to Director, Student Development.
Date Sent: _____
- ☐ Results of review and applicable recommendations was communicated to student (within 30 business days)
Date Sent: _____ (copy to Director, Student Development as FYI)
- ☐ If no appeal is received by Director, Student Development within 5 business days of communication sent, formal complaint is closed.

Manager of Student Development (MSD) logs the complaint and forwards this form and/or complainant's email submission to appropriate manager. If a formal complaint involves an employee or contractor, email complaint to Vice President of Finance and Administration.

***Informal Process:** Address issue directly with person/s involved