

East Arkansas Community College is committed to a policy of fair treatment of its students. If a student feels that the institution has treated them unfairly, a Student Complaint Form may be completed and submitted to the Office of Institutional Effectiveness. A copy of the form may be found at the Betty Jo Hodges Student Services Complex, or Online at www.eacc.edu.

Complaints can be submitted immediately or within one year of the incident. A student can expect resolution of the complaint within thirty days.

This form is NOT used to report academic grievances or to dispute grades. If your complaint addresses academic grievance or a grade dispute, use the Academic Grievance form found at www.eacc.edu.

Student Complaint Procedure

A student who believes their rights have been denied may seek resolution in the following manner:

Step 1: A student may submit a completed Student Complaint Form to the Office of Institutional Effectiveness through the form's submission feature; or in person at the Betty Jo Hodges Student Services Complex.

Step 2: The Office of Institutional Effectiveness will log the complaint, send an e-mail to the student to acknowledge receipt, and forward the complaint to the appropriate administrator within three (3) to five (5) business days of receipt of the complaint.

Step 3: The Associate Vice President of Student Success or his/her designee will then follow up with the student within a reasonable timeframe, in most instances within three to five business days, to help guide him or her in seeking resolution or to verify that all other efforts to resolve the issue have been exhausted.

Step 4: When a student has a complaint that is unrelated to a grade dispute, allegation of discrimination, or other grievance for which an independent policy and procedure exist, the complaint will be logged by the receiving office and will include the student's name (if consent obtained), the date, the area or department, a narrative of the complaint, documentation of steps toward resolution, documentation of timeframe/communication with parties to the complaint, and final decision, which should include recommendations, actions, and/or resulting changes to policy or procedure.

The student complaint process is not to be used for a grade dispute, discrimination, or other grievance for which a separate policy and procedure exist. If a student wishes to file a formal complaint of this nature, s/he will be guided in a timely, professional, and compassionate way to the EACC Student Handbook for additional details.

Student Complaint Form

First Name:

Last Name:

Student ID:

Preferred Phone #:

EACC Email:

Date Incident Occurred:

Nature of Complaint: (Choose from the options below)

Admissions/Registration:

Faculty/Staff:

Facilities:

Financial Aid:

Online Learning/Services:

Safety:

Other:

Complaint Summary: