

INTO OSU Formal Student Complaint Form CONFIDENTIAL

INSTRUCTIONS

1. Complete Page one (1) of the INTO OSU Formal Student Complaint Form. If your complaint is confidential, please enclose the form and any additional documentation in an envelope and submit to the ILLC Welcome Desk to the attention of the Center Director. Alternatively, you can submit an electronic copy of your material to Amy.McGowan@oregonstate.edu
2. In order that your complaint be thoroughly investigated, please describe your complaint in as much detail as possible and be sure to include the following:
 - a. The subject(s) of your complaint
 - b. Any attempts you've already made to informally resolve the issue
 - c. A timeline of events that have led to the complaint
 - d. People you have already spoken to regarding the issue
 - e. Any supporting documentation or testimony that supports your complaint
 - f. What outcome you hope to see
3. Once your complaint is received, it will be delegated by the Center Director to the appropriate staff member to investigate.
4. Following the investigation, a plan of action will be developed to resolve your complaint and you will be informed.
5. All activity and information on your complaint will be confidentially and securely stored by the Center Director.

The OSU Office of Equity and Inclusion serves the entire OSU student body and provides procedures for the filing and resolution of student complaints.

<http://oregonstate.edu/oei/student-complaint-procedures>

The Oregon Administrative Rules (OAR), to which OSU is accountable, are posted online and also provide procedures for the filing and resolution of student complaints.

http://arcweb.sos.state.or.us/pages/rules/oars_500/oar_576/576_022.html

**INTO OSU Formal Student Complaint Form
CONFIDENTIAL**

Date _____

OSU ID _____

First Name _____

Last Name (Family) _____

Phone _____

Email _____

Complaint Type (check all that apply):

- Academic _____
(List Program)
- Facilities /Housing
- Finance
- Admissions

- Academic Support
- Learning Center
- Student Services
- Recruitment Process
- Other _____

Please describe the details of your complaint below (attach additional pages as necessary):

Please indicate your desired outcome (attach additional pages as necessary):

Return completed form to ILLC Welcome Desk to the attention of INTO OSU Center Director or to Amy.McGowan@oregonstate.edu

This section to be completed by Department Lead

Other people contacted

Action taken

Resolution or outcome

Follow-up needed