

## MASSACHUSETTS INTERNATIONAL ACADEMY STUDENT COMPLAINT FORM

This form is to be used by students to initiate the formal complaint procedure as outlines in the Massachusetts International Academy Student Complaint Procedure. Students may seek the help of a staff member for assistance with the formal complaint procedure.

### Informal Complaint/Problem Resolution Process:

*This sections needs to be completed before filing a Formal Complain. Contact the Supervisor of the department/person the complaint is about. If unsure who this may be contact the Director of Student Services or other appropriate person.*

When was the Informal Problem Resolution process completed? (Date) \_\_\_\_\_

Who did you speak with? \_\_\_\_\_ Title: \_\_\_\_\_

Did anyone assist you in this process? \_\_\_\_\_

### **Formal Complaint Process**

*This section is to be completed by the person filing the complaint, if dissatisfied after completing the informal process. Describe what happened, why you are dissatisfied with the informal resolution effort, and how you would like the problem formally resolved. If more space is needed please attach a typed piece of paper. Please include as much detail as necessary (names, dates, etc.) and attach any documents needed. Formal complaints should be submitted as soon as possible. *The person this complaint is about may be notified.**

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Room Number: \_\_\_\_\_ Email: \_\_\_\_\_

Complaint Against: \_\_\_\_\_ Department: \_\_\_\_\_

Date of incident(s): \_\_\_\_\_ Location(s): \_\_\_\_\_

Details: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date Submitted: \_\_\_\_\_ Signature: \_\_\_\_\_

**RETURN THIS FORM TO THE DIRECTOR OF STUDENT SERVICES:**

RACHAEL ELLIOTT, SA OFFICE