



# INTERNATIONAL COLLEGE CAYMAN ISLANDS

## Student Complaint Form

**Instructions:** A complaint is an educational or personal issue or condition that a student believes to be unfair, inequitable, discriminatory, or a hindrance to his or her education. "Students and other interested parties who wish to make a complaint or have a grievance regarding any College policy, practice, or condition should file a petition in writing with the Director of Academic Affairs for undergraduate students or with the Director of Graduate Studies for graduate students. Grievances regarding grades or other matters in a course should be discussed first with the course instructor(s); if the student is not satisfied, the student may file request in writing with either the Director of Academic Affairs for undergraduate students or the Director of Graduate Studies for Graduate students for a hearing on the matter. The appeal will be heard by the President, Director of Academic Affairs, and the Registrar, or those acting in these capacities. Other grievances will be heard by the President, Director of Academic Affairs, and the Registrar, or those acting in these capacities." -International College of the Cayman Islands Student Handbook, September 2013, pg. 18.

| Student Information   |                        |
|---|------------------------|
| Student Name:   |                        |
| Email Address:  | Telephone Number:      |
| Current Semester & Year:  | Alt. Telephone Number: |
| Complaint/Grievance Information   |                        |
| <i>Retaliation against an individual filing a grievance is strictly prohibited and constitutes a violation of college policy.</i>   |                        |
| Name of individual and/or department complaint/grievance is related to:   |                        |
| Describe your complaint/grievance in detail. Include date(s) of occurrence (be as specific as possible). Attach additional sheets, if necessary, along with documentation that will help to describe the complaint. Are there any witnesses who should be interviewed? If yes, list names and contact information. (Attach sheet if necessary)                                      |                        |
| Students are encouraged to discuss their concerns and complaints through informal conferences with the appropriate instructor or administrator. Have you made an attempt to resolve this complaint/grievance with the individual and/or department involved? (Attach sheet if necessary )<br>Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, describe the outcome: |                        |
| What outcome do you hope to achieve after talking to the appropriate college official(s)?   |                        |

**I understand that information contained in the grievance form will be held confidential to the extent possible. Information may be shared with college officials in order to conduct a thorough investigation. I hereby declare that the information on this form is true, correct, and complete to the best of my knowledge.**

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Grievance resolved: Yes  No  If not, what action is recommended? \_\_\_\_\_

Administrator Signature: \_\_\_\_\_ Date: \_\_\_\_\_