Student Grievance/Complaint/Concern Form

Please utilize the following steps prior to submitting a Formal Complaint online

1. Instructor Complaint
   1. Meet with professor to discuss concern
   2. Meet with Department Chair
2. If you have a complaint with an office on campus, please contact the supervisor in the specific department.
3. If you need contact information for your instructor, the department chair, or the supervisor of an office or department, please click on the following link. There is a drop down menu near the top left side of the page where you can sort by last name, first name, or department. http://www.lamission.edu/directories/

Once you have exhausted all steps that are listed above (1.1 and 2) and have not been successful in resolving your complaint, you may submit your complaint online using the form below:

Student ID    First Name    Last Name    Email    Phone

Select Complaint Area

- Instructor/Academic Office Complaint
  - Complaint or concern related to your academic and classroom experience or one of the following Departments: Academic Affairs, Academic Departments, CalWorks, Career Technical Education Programs, Foster and Kinship Care, Learning Resource Center, Library, Non-Credit Program, Off Campus High School Programs, STEM Program, Tutoring for Math and Science, Vocational Education Programs

- Student Services Complaint
  - Complaint or concern related to one of the following Student Services Departments: Admissions and Records, ASO or ASO Advisor's Office, Assessment/Placement (Testing) Office, Athletics, Child Development Center, Counseling, DSPS Office, EOPS Office, Financial Aid Office, International Student Office, Recruitment, Student Health Center, Student Services Office, Student Support Services Office, Transfer/Career Center, Veterans Office

- Facility or other Complaint
  - Complaint or concern related to campus facilities or one of the following Departments: Eagles Landing Bookstore, Business Office, Cafeteria (Culinary Arts Servery), Sheriffs, Switchboard/Telephone Operator

- President's Office Complaint

- ITV Complaint

Complaint Description

Attachments

Choose File

No file chosen

No attachments uploaded.

Submit/Signature

Please submit this form by providing your student PIN number as an electronic signature. Your PIN number is your birth date in MMDD format. Once you submit the form, you will automatically receive an e-mail confirmation stating that the complaint/concern has been successfully entered into the system. If you do not receive any email, check your spam folder to make sure it has not been accidently flagged as spam. The complaint will be investigated within five business days, although resolution may take longer.