



# SOUTHWESTERN COLLEGE

CONSCIOUSNESS-CENTERED GRADUATE SCHOOL FOR COUNSELING AND ART THERAPY

## **SWC Student Complaint Form**

Name \_\_\_\_\_ Date \_\_\_\_\_ Student ID number \_\_\_\_\_

Contact information (phone and email) \_\_\_\_\_

### **Please check below the area(s) of your concern:**

\_\_\_\_ Instruction

\_\_\_\_ Advising

\_\_\_\_ Library Services

\_\_\_\_ Admissions

\_\_\_\_ Financial Aid Services

\_\_\_\_ Marketing

\_\_\_\_ Student Accounts/Finance Office

\_\_\_\_ Front Office

\_\_\_\_ Institutional Technology (IT)

\_\_\_\_ Certificate Program

\_\_\_\_ Registrar Office/Registration/Transcripts

\_\_\_\_ Student Behavior (inside or outside of class)

Please describe the incident or experience you have had that concerns you. Attach another sheet of paper or write on the back of this form if necessary.

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Please submit this form to the Vice President of Academic Affairs (VPAA) & Dean. The VPAA/Dean and/or the appropriate supervisor (see Organizational Structure on reverse side of this form) will follow up with you regarding this concern. The VPAA will attach documentation regarding follow-up and will keep a secure file of Student Complaints in compliance with state and federal statutes and for annual review for ongoing improvement of our student satisfaction.

**Organizational Structure**

VPAA/Dean oversees Registrar, Degree programs, Instruction, Advising, Library.  
Executive Vice President oversees Front Office, Financial Aid, Student  
Accounts/Finance, and Certificate programs.

President oversees Admissions, IT, Marketing, VPAA and Executive Vice President.

Note that there is a separate process for a **Grade Appeal**. See Student Handbook.

If a student is not satisfied within a month of submitting this form to the  
VPAA/Dean, then they may contact the New Mexico Higher Education Department  
(NMHED), Private Postsecondary Schools Division, 2044 Galisteo Street, Suite 4,  
Santa Fe, NM 87505, Telephone 505-476-8400.

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**OFFICE USE ONLY**

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Date received by the VPAA \_\_\_\_\_ Initials \_\_\_\_\_

Detail below the steps taken for follow- up. Date each step and note all parties  
involved with that step. Note any policy or procedural changes that result from this  
Student Complaint. Attach additional paper if necessary.

<b>Date</b>	<b>Parties Involved</b>	<b>Outcome or Next Steps</b>
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