

## **SWC Student Complaint Form**

## **Information and Process**

Student success and student satisfaction with our services are top priorities for Southwestern College. It is our goal to graduate self-reflective practitioners who will serve others through the professions of Counseling and Art Therapy. Service is core to our mission. It is in this light that our policy is aimed at establishing and maintaining right relationships between our college faculty, staff, administration, students and the general public.

Students may register a complaint or a grievance with any faculty or staff member by completing this Student Complaint Form and submitting it directly to the VPAA/Dean. Anonymous complaints cannot be investigated. See full policy and steps in the Student Handbook for more details about this process.

If the complaint/grievance concerns the behavior of or communication from the VPAA/Dean, then the form should be submitted to the President.

If the complaint/grievance concerns the behavior of or communication from the President, then the form should be submitted to the Chair of the Board of Trustees.

The VPAA/Dean and/or the appropriate supervisor (see attached organizational chart) 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 the state and federal statues and for annual review for ongoing improvement of student satisfaction.

If a student is not satisfied within 30 days of submitting this form to the appropriate person, as listed above, they may contact:

New Mexico Higher Education Department (NMHED)
Private Postsecondary Schools Division
2044 Galisteo Street
Suite 4
Santa Fe, NM 87505

Telephone: 505.476.8400

Please complete the form on back...

Name	Student ID	Date
Contact Information (phone & email)		
Please check the areas of concern:		
Administration (Dean, VP, President, et	tc.)Instruction	
Admissions	Library Ser	vices
Advising/Student Services	Marketing	
Certificate Program/NEI	Registrar's	Office/Registration/Transcripts
Financial Aid	Student Ac	counts/Business Office
Front Office	Student Be	havior (in or out of class)
Institutional Technology (IT)		
Name and Initials of person receiving form:		
Name and Initials of person receiving form:  Date Received:  Detail the steps taken for follow-up. Date each any policy or procedural changes that result for necessary.	ch step and note all parties ir	volved with that step. Note