

Guiding Principles

The College District encourages students to discuss their concerns with the appropriate instructor or other campus administrator who has the authority to address the concerns. Concerns should be expressed as soon as possible to allow early resolution at the lowest possible administrative level. Informal resolution shall be encouraged but shall not extend any deadlines in this policy, except by mutual written consent.

For more detailed information regarding complaints and course grade complaints, see [ACC's policy](#), FLD and FLDB.

Complainants may also review information at: [Texas Administrative Code, \(19 Administrative Code Chapter 1, Subchapter E\)](#).

To file a complaint with Alvin Community College, complete this form and deliver to Marilyn Dement, Vice President of Student Services.

- Email to vpofstudentservices@alvincollege.edu
- Deliver in person to A100 (Admissions Office)
- Mail to: ACC Admissions Office, 3110 Mustang Road, Alvin, TX 77511
- Fax to: 281-756-5812

If you are unable for any reason to complete this form and would like to make a verbal complaint, please call 281-756-3517 to schedule an appointment.

Date: _____

COMPLAINANT INFORMATION

Last Name: _____ First Name: _____ Student ID: _____

Address: _____

Phone Number: _____ Email Address: _____

NATURE OF COMPLAINT

1. Complaint alleging bullying, discrimination or harassment based on race, color, sex, gender, national origin, disability, age or religion. (See [ACC Policy](#), FFE, FFDA and FFDB)
2. Complaint concerning retaliation relating to discrimination and harassment. (See ACC Policy, FFDA and FFDB)
3. Complaint concerning disciplinary decisions. See [ACC Policy](#), FMA)
4. Complaint concerning a commissioned peace officer who is an employee of the College District. (See [ACC Policy](#), CHA)
5. Complaint concerning grades. (See [ACC Policy](#), FLDB)
6. Other (please specify)

DESCRIPTION OF COMPLAINT: Describe your complaint in detail. Be sure to include names of parties involved, location, date and time of event, personnel or facility that you are referring to etc.

PREVIOUS ACTION: Have you brought this matter to the attention of any other individual or department at the college? If so, please list the name(s) and department(s) of all other persons with whom you have discussed this matter.

WITNESSES TO THE INCIDENT (if applicable)

Name: _____ Title/Relationship: _____ Phone Number: _____

Name: _____ Title/Relationship: _____ Phone Number: _____

Name: _____ Title/Relationship: _____ Phone Number: _____

DECLARATION

I verify that the statements made in this form are true and correct to the best of my knowledge.

Signature: _____ Printed Name: _____ Date: _____

Your email address is in lieu of your signature if this complaint is filed via email.

Click here to auto-submit.

Note: Although the college cannot commit to keeping a complaint confidential because of the college's obligation to investigate, the college will use its best efforts not to disseminate information concerning the complaint beyond those who have a need to know.

RESPONSE(S) BY ACC PERSONNEL