



P.O. BOX 20521
3219 College Street
Savannah, GA 31404
P: (912) 358-3118
F: (912) 358-3159

University Grievance/Complaint Form

Policy on Grievance/Complaint

Savannah State University is committed to a policy of fair treatment of its students in their relationships with fellow students, faculty, staff and administrators. Students are encouraged to seek an informal resolution of the matter directly with the faculty or individual(s) involved when possible. For matters where a resolution is not feasible, a Grievance/Complaint Form can be completed and filed with the Division of Student Affairs located in Room 247 of the King Frazier Student Center.

A complaint form may be obtained from the Student Government Association office, Office of the Vice President of Student Affairs, Office of Academic Affairs, the Office of Residential Services & Programs, all residence halls, and the King Frazier Student Center. The form is also available on line at <http://www.savannahstate.edu/student-affairs/stud-govern.shtml>. All completed forms are kept on file in the Office of the Vice President for Student Affairs. The complaint is logged, assigned a number, and forwarded to the Vice President of the area of the complaint. The Vice President of the area is responsible for providing a response to the complainant. Examples of student complaints are attached.

Filing Complaints

The students obtain a copy of the Student Complaint Form from the Division of Student Affairs Offices and/or the Savannah State University website at <http://www.savannahstate.edu/student-affairs/stud-govern.shtml>. The complaint form must be completed and hand delivered or emailed to the Division of Student Affairs by the student. Upon receipt of the complaint, the form is reviewed and forwarded to the appropriate office based on the subject matter as articulated in the examples below:

- If the complaint is against a student for violation of code of student conduct, the complaint is forwarded to Mr. Corey Phillips, Interim Coordinator for Student Ethics.
- If the complaint alleges discrimination based on race, color, sex, religion, national origin, age, disability, the complaint is forwarded to Ms. Toya Camacho, Coordinator for Equity & Diversity.
- If the subject matter is a residential hall complaint, the complaint is forwarded to Ms. LaSonya Stovall, Director of Residential services & Programs
- If the subject matter is an academic complaint, the complaint is forwarded to Dr. Mary C. Wyatt, Vice President for Academics Affairs.

Complete the Grievance/Complaint Form below and return it to the Division of Student Affairs, King-Frazier Student Center, room 247

"Committed to Excellence with the WRITE Attitude (QEP)"

Nature of Complaint:

__Academic __Housing __Public Safety __Parking __Financial Aid __Food service __Personnel__Other

Name _____ **Date** _____

Student ID _____ **E-mail** _____

Address _____ **Phone (day)** _____

Complaint filed with _____

Describe the nature of your complaint. (Be factual. Include names, dates, and other specific information. Describe actions you have taken to resolve the issue, e.g., discussed concern with instructor. Use reverse side if necessary.)



The information given in this complaint is true and accurate to the best of my knowledge.

Your signature: _____ Date: _____

Received in the Office of Student Affairs by: _____

Signed _____ Date Received _____

"Committed to Excellence with the WRITE Attitude (QEP)"