



South College

Formal Complaint Form

This form should be used to file a formal complaint regarding a procedural irregularity in policy, procedure, process, requirement, facility, or action taken by a South College employee after efforts to resolve the matter informally have been exhausted. Formal complaints are tracked and followed up appropriately using the college's formal complaint tracking process. Before completing a formal complaint, review the *Complaint and Grievances Procedures* in the Catalog (www.south.edu). Employees should also refer to the Employee Handbook for additional information. South College policy prohibits any retaliatory action against any person for reporting, inquiring, testifying, or assisting with an investigation of a complaint. South College will not tolerate any form of retaliation for making a good faith report of potential college-related legal or policy violations. Any attempted or actual retaliatory action will be subject to disciplinary action up to and including termination or dismissal by South College. Any alleged retaliation should be reported immediately to South College.

Please complete the form in its entirety as an incomplete submission will not be considered.

| | | | |
|---|--|--|--|
| Today's Date: | | Program of Study: <i>(SC Students only)</i> | |
| Name: | | Relationship to South College: | |
| Email (SC email if student or employee): | | Phone number: | |

Description of Complaint:

Explain reason for complaint in detail providing date, location, involved parties, and all factual and relevant information.

Attempts made to Resolve as an Informal Complaint:

Describe any efforts made to resolve the problem.

Statement of Desired Outcome:

Provide what resolution/outcome you would like to see.

Are you submitting any evidence or additional documentation with this form? Yes No

If yes, please list the evidence to be submitted:

Declaration:

I confirm that the details provided on this form and any attached documentation is a true reflection of events to the best of my knowledge and it does not contain any false or fraudulent information.

Signature: _____ **Date:** _____

Completed forms should be submitted to the following individual, who will involve the necessary individuals to resolve the grievance. All grievances will be addressed within 10 business days of submission.

| | Students and members of the public submit form to: | Employees submit form to: |
|----------------------------|---|---|
| Asheville Campus | Dean of Academic & Student Services, dkwasnik@south.edu | Vice President of Talent Management and Human Resources, randall.carr@south.edu |
| Atlanta Campus | Dean of Academic & Student Services, jjohnke@south.edu | |
| Knoxville Campus | Dean of Academic & Student Services, achase@south.edu | |
| Indianapolis Campus | Dean of Academic & Student Services, lpattton@south.edu | |
| Nashville Campus | Dean of Academic & Student Services, jcarroll2@south.edu | |
| Online | Dean of Academics, lbaker@south.edu | |
| Orlando Campus | Dean of Academic & Student Services, myerk@south.edu | |
| Pittsburgh Campus | Dean of Academic & Student Services, apetrella@south.edu | |