Source: https://cm.maxient.com/reportingform.php?SanBernardinoCCD&layout_id=11

San Bernardino Valley College

SBVC - Student Complaint Reporting Form

We are sorry to hear you are going through a difficult situation. We are here to help resolve the matter and find a solution that would benefit you and all parties involved.

Many complaints (or grievances) can be handled and resolved quickly and informally; therefore, students are encouraged to seek a resolution prior to filing a complaint. If the attempt to resolve the complaint fails or becomes inappropriate, students may submit an official complaint through the form below. All official complaints must be made in writing and submitted with the alleged event(s) which lead to the complaint. Once received, we will review and respond to the complaint.

For us to address your complaint, it is important for you to complete the form with as much detail as possible. The more information you provide, the better it will assist us in having a complete picture of the situation. Please include the date of the incident, time, location, parties involved, witnesses, exact nature of the complaint, any attempts to resolve the complaint, copies of any written documentation and desired resolution.

If you choose to remain anonymous and do not provide your contact information, such as name, address, telephone number and email address, we will not be able to provide you with the status on your complaint which may also restrict or reduce our ability to take action.

Your information (Please include your Name and Student ID in the next section)

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Enable additional features by logging in. (https://cm.maxient.com/reportingform.php?SanBernardinoCCD&layout_id=11&promptforauth=true)

Your phone number:

Learn more

Your SBVC email address:

Learn more

Nature of this report (Required):

Please Choose...

Was an Employee Involved? (Required):

Please Choose...

Date of incident (Required):

mm / dd / yyyy

Time of incident:

Location of incident (Required):

Please select a location ...

Specific location:

Learn more

Involved Parties (may include person, place or process; e.g., library, courtyard, webadvisor)

1. Please type your name, select "reporter," and include your Student ID. 2. Click on "Add another party." 3. Add the name/location/process you are making a complaint about. 4. Select what describes the complaint the best.

Name/Location/Process

Label

Student ID Number (if student)

Add another party

Questions

State nature of complaint: Please provide a detailed description of the incident using specific, concise, objective language (who, what, where, when, why and how.) (Required)

Have you contacted someone else regarding the incident? (Required)

- ○ Yes
- ○ No

If "Yes", please provide details such as who, what, where, when, why and how.

If there are witnesses, please list below.

Has the incident occurred before? (Required)

- ○ Yes
- ○ No

If stated, "Yes" explain below. Please provide a detailed description of previous occurrences using specific, concise, objective language (who, what, where, when, why and how.)

Have you attempted to resolve this incident? (Required)

- ○ Yes
- ○ No

If "Yes", please provide details. The more information you provide, the better understanding we will have of your attempt to resolve this incident.

How has or is this incident impacting you? (Required)

What is the desired resolution you are seeking for this incident? (Required)

May we follow-up with you if we have questions or need additional information? If so, please select your preferred method of contact and be sure to fill in that information above. (Required)

- ○ No follow-up
- ○ Email
- ○ Phone

Please add any additional information relevant to your complaint you feel is valuable.

Supporting Documentation

Photos, video, email, and other supporting documents may be attached below. 5GB maximum total size.

Attachments require time to upload, so please be patient after submitting this form.

Choose files to upload | **Choose Files**

Submit