

## Student Complaint Form

### Level 2 - Formal Resolution of Complaints

This form supports the [Student Complaints policy and procedure](#) and is used to gather information about the complaint for the purpose of resolving the issue. Please be sure to review the policy and procedure before completing this form and submitting to the college administrator as directed through the Level 1 – Informal Resolution of Complaints process.

Today's date (yyyy-mm-dd)

First name

Last name

Student number

Telephone number

Email

Name of program (if applicable)

#### **About the complaint:**

Please provide the date and time, if applicable, and where the incident, related to the complaint, occurred.

Date (yyyy-mm-dd)

Campus

Please describe the incident in as much detail as possible, including the names of any witnesses.

#### **Resolution:**

What resolution is being sought?

Was this concern raised through the informal resolution of complaints process?

Yes/No

If Yes, with whom did you raise the concern?

Please provide details of their response.

I declare that to the best of my knowledge, this form contains a complete and accurate account of all information relevant to my complaint. I understand that a copy of this form may be provided to employees who are the subject of the complaint or who are involved in resolving the complaint. I understand that making a complaint which is found to be false, frivolous, vexatious, or made in bad faith will be addressed as a breach of the standards of student conduct.

Signature

Date (yyyy-mm-dd)

**Follow-up actions:**  
(Office use only)

Date complaint resolved (yyyy-mm-dd)

Resolved by

Describe how the complaint was resolved.

In accordance with Section 39(2) of the *Freedom of Information and Protection of Privacy Act, 1990*, the personal information collected on this form is collected under the legal authority of the Ontario Colleges of Applied Arts and Technology Act, 2002 and may be used and/or disclosed to assist in resolving your complaint. Your personal information may also be used for various administrative, statistical and/or research purposes of the College and/or ministries and agencies of the Government of Ontario and the Government of Canada. If you have any questions about the collection, use and disclosure of your personal information by the College, please contact the Freedom of Information and Protection of Privacy Coordinator, 2000 Simcoe Street North, Oshawa, ON, L1G 0C5, 905.721.2000 ext. 3292.

If you have questions about this form or need it in an alternate format, please contact [vpa@durhamcollege.ca](mailto:vpa@durhamcollege.ca).