

Community College *of* Philadelphia

Mathematics Department, W2-7
1700 Spring Garden Street
Philadelphia, PA 19130-3991
215-751-8792 www.ccp.edu

TO: Students

FROM: Dan Jacobson, Mathematics Department Head

SUBJECT: Making a Complaint

It is always best to inform your instructor immediately about any concerns you may have. If you are having a problem in any class, the first step always is to make an appointment with the instructor to try to resolve the problem directly. If you have been unable to resolve it with your instructor, you may use the Student Complaint Form.

When you fill out the Student Complaint Form, please give us your name and other identifying information, describe the problem you are having, and tell us what you want us to do to help you.

We take student complaints very seriously. We will contact you upon receipt of the complaint and we will contact the instructor. If there is further information we require, we will let you know.

Please remember that only instructors assign grades. Please do not use the Student Complaint Form to request a second opinion for grades on tests, quizzes or other assignments. Requests for changes in grades are always returned to the instructors.

**Mathematics Department
Student Complaint Form**

Date: _____

Student's Name: _____

ID No: **J** _____

Address: _____

Zip Code: _____

Telephone: _____

Instructor's Name: _____

Course Number: _____

Section Number _____

Date(s) on which the problem occurred: _____

Describe the problem including specific events (attach additional sheet if you need more space):

Have you discussed this matter with your instructor?

Yes _____

No _____

If yes, what was the result of your meeting? If no, why not?

What action do you want taken?

Department Use Only

Date student contacted: _____

Date instructor contacted: _____

Disposition:

Department representative: _____

Date: _____