



Complaint Against Great Basin College

This form should be used by anyone wishing to make a complaint against Great Basin College students, faculty, staff members or a general complaint.

Complaint Procedure

A complaint procedure is available to those who wish to submit a concern about Great Basin College. The objective of this procedure is to resolve concern as quickly and efficiently as possible at the level closest to the area involved.

Informal Resolution

The person should attempt to resolve the concern directly with the student, faculty, or staff member involved in the issue that raised the concern. If the person is not satisfied with the outcome or not willing to address the issue with the individual, a formal process may be initiated.

Formal Resolution

- The person must complete and sign a Complaint Form and submit the document to the Vice President for Student Affairs in Berg Hall on the Elko campus.
- The VPSA will forward the complaint to the appropriate department for investigation and resolution.
- The appropriate office will initiate the resolution process and work to resolve the complaint within ten working days.
- Upon resolution, the appropriate department will advise the VPSA of the outcome.
- If the office is unable to resolve the issue, or the person is unsatisfied with the outcome, the complaint will be forwarded to the President's Office for review.
- The resolution of the VPSA/President is final.
- A log of the complaints will be kept on file in the VPSA Office.

First Name

Last Name

Date

Email

Phone Number

Complaint Information

Name of Staff/Instructor/Department/Other

Date of Incident

Time of Incident

Summary of Complaint