

Complaint/Suggestion Form



Where is your home campus?

Cascade | dos.ca@pcc.edu | SSB 209 | 971-722-5292

Sylvania | dos.sy@pcc.edu | CC 247 | 971-722-4529

Distance Learning

Rock Creek | dos.rc@pcc.edu | 9 115 | 971-722-7215

Southeast | dos.se@pcc.edu | SCOM 116 | 971-722-6191

Other

Date

Student Name

PCC ID

MyPCC Email

@pcc.edu Telephone

Address

1. What is your Complaint and/or Suggestion? If this is related to a class, please include the term, Course ID, CRN and Instructor's name. (use additional pages if needed)

2. When and/or where did this happen? [if applicable, may continue on page two, and/or include more pages]

3. Have you attempted to resolve your concern? If so, how? [if applicable, attach relevant documents]

4. What outcome and/or resolution are you seeking? [if applicable, attach relevant documents]

5. Do you wish to be contacted about this Complaint and/or Suggestion? Yes No

How do you prefer to be contacted? MyPCC Email Telephone Post Other

Please print or Save File As a different name and email to your campus Dean of Students office or you may submit an Online Complaint/Suggestion Form

For PCC DOS Office Use

Received by:

Date

Referred Area

Date

Complaint Process

Our goal is that students are satisfied with the education and services received at PCC. If you do have a concern, however, about any aspect of your experience - services received, quality of instruction, interaction with staff - you may follow our complaint process to seek resolution or be heard.

Informal Resolution

Your first step should be to try to resolve the issue informally. If your complaint is about an instructor or specific staff member at the college, please contact them directly. You can use the [Staff Directory](#) to find their contact information. Many issues can be resolved with a simple meeting, telephone call or email.

Formal Complaint Process

If your attempts to resolve the issue informally have failed, you may submit a formal written complaint to a Dean of Students office. Complaints are reviewed and forwarded to the appropriate college administrator for investigation and response. Submit an [Online Complaint Form](#) or email, or mail by post, or deliver the [Complaint Form](#) to your campus Dean of Student offices.

Dean of Students Development Offices

Cascade CA SSB 209 971-722-5292 dos.ca@pcc.edu	Rock Creek RC 9 115 971-722-7215 dos.rc@pcc.edu	Southeast SE ADM 208 971-722-6152 dos.se@pcc.edu	Sylvania SY CC 247 971-722-4529 dos.sy@pcc.edu
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Distance Learning: Students may contact any of the above campus offices for referral to the correct campus office