



Texarkana College Student Complaint Form

2500 North Robison Road • Texarkana, TX • 75599 • 903-823-3456

Date: _____

Name of complainant: _____

Affiliation with Texarkana College:

- Current student
- Former student
- Parent or guardian of current/former student
- Other

Address (number, street and apartment number): _____

City: _____

State: _____ Zip Code _____

Preferred phone number: _____

E-mail address: _____

How do you prefer to be contacted?

- Phone
- E-mail
- No preference

If Texarkana College staff members need to contact you via phone, may they leave a phone message or voicemail?

- Yes
- No

School Information

Degree level and major/concentration (e.g. A.S. in Accounting) of affected student:

Dates of attendance at institution:

Start date: _____

End date: _____

Complaint Information

Have you gone through the institution's formal complaint process?

- Yes
- No

If you answered "Yes," please submit documentation showing that you have exhausted your appeals at the Division level. Please see below on how to send in such documents.

If you answered "No," please explain in your detailed complaint description below why you were unable to complete the complaint process. Note that the Dean of Students will normally only address complaints after a student has exhausted his/her appeals at the Division level.

Please describe your complaint in detail, including the names of any college or university faculty or staff you spoke to about the complaint.

Please give titles and contact information for the individuals (if any) you mentioned above.

How would you like your complaint to be addressed?

Will you be submitting additional documentation (such as e-mails from school officials, transcripts, course syllabi, contracts, brochures, catalogs and/or tuition bills) that substantiates your complaint?

- Yes
- No

Please send copies of any documents that support your above complaint and/or show that you have gone through the complaint procedure to Interim Dean of Students Robert Jones, robert.jones@texarkanacollege.edu or mail them to:

Texarkana College
ATTN: Dean of Students Robert Jones
2500 North Robison Road
Texarkana, TX 75599

The Dean of Students at Texarkana College will respond to your written complaint no later than five (5) business days from the date on which the complaint was received.

By submitting this form, I affirm that I am a current or former student of the institution named above or the parent or guardian of a current or former student of that institution who is currently under age 18 and/or under my legal guardianship. I certify that the information I have provided to the College is complete, true and correct to the best of my knowledge and belief.