

New Brunswick Indigenous Career College

75 Melissa St., Unit 1, Richibucto Road, NB E3A 6V9 Ph: (506) 458-9444 Fax: (506) 458-2850 Email: lobby@nbicc.ca

> "Your Training – Your Future, Soar to New Heights"

Formal Complaint Form

Date:	Student Name:
Program:	ID Number:
Current Student Former Student	
*Did you follow the informal process? Yes \(\Boxed{\sigma} \) No \(\Boxed{\sigma}	
If the informal process was not followed, please provide rationale:	
Name of Responsible Manager and Title:	
COMPLAINT SUMMARY	
Summarize the complaint. Be succinct; keep email/document to 1 page max when possible.	
Include timelines and details regarding your specific issue or concern.	
	Was email sent to MSD Yes No
	additional sheet is attached Yes No
Student Signature:	Date:



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Office Use Only	
To be completed by the department manager where complaint originated. Check as completed.	
Acknowledgement of receipt was sent to student and copy to Manager of Student Development. Date Sent:	
\square Results of review and applicable recommendations was communicated to student (within 15 business days)	
Date Sent: (copy to RD as FYI)	
\square If no appeal is received by RD within 5 business days of communication sent, formal complaint is closed.	

Manager of Student Development (MSD) logs the complaint and forwards this form and/or complainant's email submission to appropriate manager.

*Informal Process: Address issue directly with person/s involved