Formal Complaint Form

The [SLC Complaint Procedure](https://www.su.ucalgary.ca/wp-content/uploads/2016/07/SLC-Complaint-Procedure-June-2016.pdf) provides a way for students and other members of the campus community to hold SU Elected Officials accountable to SU policies. The formal complaint process ensures that complaints are addressed in a way that is fair, impartial, and respectful of all parties. We also promise to resolve complaints as quickly as possible and make sure that you receive a clear response to your concerns.

This process is for complaints related to the conduct of SU Elected Officials. If you would like to submit a complaint about an SU decision (e.g. a decision made by SLC, an SU committee, or the CRO), please refer to the [Review Board’s appeal process](https://www.su.ucalgary.ca/about/who-we-are/review-board-tribunal/).

Instructions:

1. Fill out this form in its entirety. Be concise, provide factual details, and attach additional supporting evidence.
2. Formal complaints under this procedure are only accepted in person at the SU Main Office (MSC room 251), Monday to Friday 8:30 am to 4:30 pm. Submit this form and any supporting documents to the front desk in a sealed envelope, marked private and confidential.

Complainants can expect to receive an initial receipt of the complaint from the SLC Speaker within two business days. You may be asked to provide additional information so that the complaint can be investigated.

|  |
| --- |
| **Complainant Information***We are unable to accept anonymous complaints. Please provide your name and contact information so that we can properly investigate and provide a response to your concern.* |
| Name of Complainant(s): |  |
| Phone Number: |  |
| Email: |  |

|  |
| --- |
| **Intended Respondent***We need to know specifically who your complaint is about so that we can accurately investigate the complaint and take action to hold the individual accountable, if appropriate. If your complaint involves multiple elected officials, please provide a separate form for each respondent.* |
| Name of SU Official: |  |

|  |
| --- |
| **The Reason for the Complaint***Tell us what happened. If you know what sections of SU policy might have been violated, include those here. Make sure to include the names of others who might have been involved, provide a timeline of events, reference any additional supporting documents you might include with your application, including notable correspondence related to what happened and documentation of prior information attempts to resolve the complaint, if applicable.* |
|  |

|  |
| --- |
| **Explanation***Conduct issues aren’t always straightforward. Help us by providing a well-reasoned explanation of why you believe the respondent’s actions violated SU policy and the resulting impact on the SU.* |
|  |

|  |  |
| --- | --- |
| Signature of Applicant |  |
| Submission Date |  |