

# THE UNIVERSITY OF ALABAMA®

## Student Complaint Form

Internal Complaint Process for Students Regarding Educational Programs  
(For Complaints Regarding Consumer Protection, Licensure, Quality of Education or Accreditation, etc.)

Please complete the following Student Complaint Form and FERPA Consent Form and mail them with all supporting documentation to The University of Alabama, Attention: Provost, Office of Academic Affairs, Box 870114, Tuscaloosa, AL 35487-0114. You may also scan all of your documents (student complaint form, FERPA consent form, and supporting documentation) and email them to [provost@ua.edu](mailto:provost@ua.edu).

Date: \_\_\_\_\_ Academic Year/Term: \_\_\_\_\_

### Complainant Information:

Name: \_\_\_\_\_ CWID: \_\_\_\_\_

### Local Address:

Street number and name/P.O. Box: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

### Permanent Address:

Street number and name/P.O. Box: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

Crimson Email: \_\_\_\_\_ Alternate Email: \_\_\_\_\_

Major/Program of Study: \_\_\_\_\_

Initial Enrollment Date: \_\_\_\_\_

Are You Currently Enrolled?

Yes: \_\_\_\_\_

No: \_\_\_\_\_

If Not Enrolled, Are You a Prospective Student?

Yes: \_\_\_\_\_

No: \_\_\_\_\_

**Describe your complaint in the space below. Specify any dates, University staff you interacted with, the name of the office/division and location, monies owed if any, balances due if any, etc. Attach additional page(s) as necessary.**

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**Prior to submission of this form, did you seek initial assistance with another University office? Complete section by including name of contact made (complete blanks for all that apply):**

Phone Call: \_\_\_\_\_ Date(s): \_\_\_\_\_

In Person: \_\_\_\_\_ Date(s): \_\_\_\_\_

Letter: \_\_\_\_\_ Date(s): \_\_\_\_\_

Email: \_\_\_\_\_ Date(s): \_\_\_\_\_

**Have you contacted another agency, organization or legal representation about this matter?**

Yes: \_\_\_\_\_

No: \_\_\_\_\_

If yes, please give name of agency, organization or legal representative: \_\_\_\_\_

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**What outcome/remedy do you seek regarding this matter?**

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**Certification:**

I certify that the above information is true and correct to the best of my knowledge and grant The University of Alabama permission to release my name and complaint details to appropriate University entity(ies) for response.

**Printed Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**FERPA (Federal Educational Rights and Privacy Act)  
CONSENT TO RELEASE STUDENT INFORMATION**

I, (name:) \_\_\_\_\_, am a  
(select or mark appropriate status) current: \_\_\_\_\_ former: \_\_\_\_\_ prospective: \_\_\_\_\_  
student at The University of Alabama. I have submitted to The University of Alabama a  
written complaint regarding a violation of consumer protection laws, a violation of law or rules  
regarding licensure of a University of Alabama program, or regarding the quality of education  
or other state or accreditation requirements on (date:) \_\_\_\_\_.

I hereby consent to the University's release of any of my educational records, including  
personally identifiable information that The University of Alabama determines is relevant and  
necessary in response to my complaint. I also authorize representatives of The University of  
Alabama to discuss the details of my complaint with other appropriate internal and/or external  
entities, to include specific accreditation organizations and legal representatives.

Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_