

# **FINANCIAL AID OFFICE STUDENT COMPLAINT PROCEDURE**

## **STAGE ONE: PROBLEM RESOLUTION**

If a student is dissatisfied with the service in the Financial Aid Office or a staff member, the student is encouraged to meet with the staff member and seek a resolution.

## **STAGE TWO: ESCALATION**

If the issue cannot be resolved between the student and the Financial Aid staff member, the student can be referred to the Associate Registrar. It is our intention that, by speaking with the Manager of our office, any concerns or problems can be resolved in this manner.

## **STAGE THREE: FORMAL WRITTEN COMPLAINT**

If the student is still not content with the Manager's recommendations, the student can be referred to the Associate Vice-President, Student Services & Registrar. Please provide a written statement describing the original concern you are complaining about, the person you originally had contact with, why you are dissatisfied with your meeting with the Manager, and a resolution you would like to suggest.

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Positive comments are welcome too! If you have had a positive experience with the Financial Aid Office or a specific staff member, please direct your comments to the Associate Registrar.

Whatever your experience, we would love to hear from you. Feedback is encouraged to support the continuous improvement of our office and to serve our important customers, the students of St. Clair College.