



Financial Aid Office / Complaint Form

Please submit completed form and documentation to:

Vice President of Enrollment Management
221 College Lane
Salem, VA 24153

COMPLAINANT INFORMATION

Student Name: _____ ID: _____

Home Address: _____

City: _____ State: _____ Zip: _____

Academic Year: _____ Term: Fall ____ Spring ____ IL ____ Summer ____

Student Status: Currently Enrolled ____ Not Currently Enrolled ____ Academic Suspension ____

Academic Level: Freshman ____ Sophomore ____ Junior ____ Senior ____ Graduate ____

COMPLAINT/GRIEVANCE INFORMATION

_____ Financial Aid Policy Complaint

Attach a brief description with details of the complaint in the clearest possible language and indicate how Roanoke College has violated institutional and/or federal financial aid policies. Identify the policy and indicate the time frame in which the violation(s) referenced in the complaint occurred. Material and documentation used to support an allegation should be limited to and directly related to the reported case. The evidence should state relevant facts and document and support the allegation that the College is in significant violation of the institutional and/or federal financial aid policy(s) referenced in the complaint.

_____ Financial Aid Grievance with a Staff Member

A student who has a financial aid office grievance shall meet with staff member in an attempt to resolve the issue. If a satisfactory resolution cannot be reached, the student shall report the grievance and the result of the meeting with the staff member, in writing, to the VP for Enrollment Management who, if deems it appropriate, will convene a committee to hear the case. The committee will be chaired by the VP of Enrollment Management and will include the Director of Human Resources and the Dean of Students. If the VP of Enrollment Management is included in the grievance, the student should report the grievance to the President

I have read the Student Complaint Policy for Roanoke College and agree this form and attached documentation constitutes my formal complaint. I hereby certify that all of the information I have given above is true and complete to the best of my knowledge.

Student Signature: _____ Date: _____