Record of Complaint

Eastern Illinois University is committed to addressing complaints and/or concerns about any aspect of our services. Every effort will be made to understand the complaint and/or concern and respond in an appropriate manner.

Name____________________________________ Please contact me at: ______________________________________

Phone # or EIU email address

Complaint is regarding:

☐ Academic Policy/Procedure/Action       ☐ Financial Policy/Procedure/Action

☐ Student Service Policy/Procedure/Action    ☐ Other

Date of Original Incident____________________

Details of Complaint:
_________________________________________________________________________________________________
_________________________________________________________________________________________________
_________________________________________________________________________________________________
_________________________________________________________________________________________________

Signature__________________________________ Date_______________________________________

For Office Use Only

Referred to_________________________________ Date _______________________________________

Final Resolution:________________________________________________________________________
_________________________________________________________________________________________________
_________________________________________________________________________________________________
_________________________________________________________________________________________________

Signature__________________________________ Date_______________________________________

Submit form to the appropriate office at this address: Eastern Illinois University, 600 Lincoln Ave, Charleston, IL 61920

• Office of the Provost, Old Main, Room 1020 - Academic Policy/Procedure/Action
• Business Office, Old Main, Room 1131 - Financial Policy/Procedure/Action
• Office of Student Affairs, Old Main, Room 1031 - Student Service Policy/Procedure/Action
• School of Extended Learning, Blair Hall, Room 2201 - Distance Learning Policy/Procedure/Action
• Other complaints/concerns – Contact the Office of the Provost