



English Language
Institute

Formal Student Complaint Form

At the ELI, we believe that every student's opinion counts. We encourage students to tell us about any of their concerns or problems that they may have to improve the quality of the learning environment at the ELI.

Guidelines for Expressing a Student Concern or Resolving a Problem

1. If you are really unhappy about something at the ELI, you should first discuss the problem with the person most directly involved: the teacher, the administrator, or the support staff in the ELI Main Office.

Talking directly to the person involved is not only the quickest way to solve a problem but it is also the approach most frequently followed by U.S. students.

2. If you have a question or concern about your class, it is best to speak with the teacher.

Making an appointment to talk with the teacher in his or her office, not in the classroom before or after your class, is also the approach most frequently followed by U.S. students.

If talking to the teacher cannot solve the problem (or if you really do not want to talk to the teacher yourself), you should then discuss the problem with the ELI Director.

3. Students with questions and/or concerns or suggestions about the program and the policies of the ELI should make an appointment to speak with the ELI Director.

Procedure to Make a Formal Complaint

For a concern or a complaint that remains unresolved, please complete the FORMAL STUDENT COMPLAINT FORM and submit it by email (eliwsu@wayne.edu) or in person to the ELI Main Office (351 Manoogian). The ELI Director will review the form and contact you to arrange a meeting.

Revised 03/15/17 DML

ELI Mission Statement

We prepare English language learners from the global and local communities for academic study by providing comprehensive and intensive language instruction.

FORMAL STUDENT COMPLAINT FORM

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Please print clearly

Full Name _____

Email Address _____ WSU Access ID _____

WSU ID number (also known as PID#) _____

1. Have you spoken to a teacher, an administrator, or the support staff in the ELI Main Office about this complaint? (Check one box.)

Yes No

2. Explain your complaint below. (Attach an additional page if needed.)

Signature _____ Date _____

Note: This document and any accompanying materials will be kept confidential and on file at the ELI office.

For office use only

| | |
|------------------|-----------------------------|
| Date received: | Staff member in charge: |
| Action(s) taken: | |
| Record filed by: | <i>Revised 03/15/17 DML</i> |

