



## Continuing Education Complaint Form

Student feedback is important to the success of the Academy's program, and end of course surveys are utilized to give students an anonymous, post-course evaluation system. If a student has a complaint about which they'd like personal follow up (vs. general feedback provided through the course survey), they may complete this form.

The Academy recommends that students first make an effort to contact the department, as many times issues can be resolved easily. If the issue is not resolved, and/or the student has a complaint about the course content or about the customer service received, the completed complaint form should be returned to [continuinged@ussa.edu](mailto:continuinged@ussa.edu). While the Academy will make best efforts to resolve all complaints, no specific outcome can be guaranteed.

Student Information			
Last Name:	First Name:	Middle Initial:	Phone:
Email:			
Date of Birth:			
Do you want the Academy to follow up with you?		Yes	No
Complaint Information			
Which area does your complaint fall under?			
Have you already contacted the department to attempt a resolution?			
What is your complaint?			

**FOR OFFICE USE ONLY**

<b>Complaint Received:</b>		<b>Signature:</b>	
<b>What actions, if any, are recommended?</b>			
<b>Has student been notified about the proposed resolution?</b>			
<b>Yes</b>		<b>No</b>	
<b>Complaint Closed:</b>		<b>Signature:</b>	