

Student Complaints Form

- For academic complaints, students should refer to the academic regulation (Institutional Regulation; Faculty Regulation/ Department Regulation and Program Regulation).
- For non-academic complaints, students should refer to the Code of Ethics.

Before making a formal complaint, students should first read the Student Complaints Policy available at CIT website: <https://cit.edu.al/wp-content/uploads/2021/12/Final-Student-Guide-2019-2020.pdf>

Students should attempt, in the first instance, to resolve a concern by using a direct and informal approach to the individual concerned wherever possible.

If a complaint includes allegations about another individual, that person will be provided with a copy of all relevant documentation, including a copy of this completed complaint form.

Please note that there are other CIT policies and regulations to deal with student or staff misconduct, harassment or sexual harassment, and assessment difficulties.

YOUR DETAILS

Full name:

Student ID:

Faculty:

COMPLAINT TYPE

- Academic complaint
- Non-academic complaint

COMPLAINT (ATTACH ADDITIONAL PAGES IF NECESSARY)

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WHAT STEPS HAVE YOU TAKEN TO RESOLVE YOUR COMPLAINT?

WHAT IS YOUR DESIRED OUTCOME?

Student Complaints Form



Student Signature: _____

Date: _____

Office Use Only

Date Received: _____ File Number: _____ Faculty/Department _____