This form is for the formal submission of a complaint about any possible violation of the [Student Rights and Responsibilities Policy](http://policies.royalroads.ca/policies/student-rights-and-responsibilities-policy).

The personal information collected on this form is collected under the authority of the *University Act* and is subject to the *Freedom of Information and Protection of Privacy Act*. The information collected will be used to initiate an investigation or as supporting evidence in a current investigation under the Student Rights and Responsibilities Policy. The information will be treated confidentially and will only be shared as necessary with those directly involved in the investigation or those who have a legitimate need to know. For more information regarding the collection and use of personal information please contact Royal Roads University’s Privacy Officer at 250-391-2600 ext. 4178.

When completing this form, please be as fact-based as possible, and provide as much detail as possible (including full names of individuals involved). Please submit the completed form in hard-copy to Student Services, located in the Library, or via scanned PDF to [studentservices@royalroads.ca](mailto:studentservices@royalroads.ca). Once your form is submitted, you can expect to hear from the Student Rights & Responsibilities Officer within two business days.

Student complaints against Royal Roads students are managed through the [Student Rights and Responsibilities Procedures](https://www.royalroads.ca/procedure/student-rights-and-responsibilities). Student complaints against members of the RRU community who are not students will be reviewed and referred to the policy and procedures relevant to the status of the respondent.

If you have any questions or concerns, or require assistance completing this form, please contact Student Engagement at 250-391-2600 ext. 4580 or [studentservices@royalroads.ca](mailto:studentservices@royalroads.ca).

**Your Contact Information**

|  |  |  |  |
| --- | --- | --- | --- |
| Name: | Click here to enter text. | Student ID: | Click here to enter text. |
| Email: | Click here to enter text. | Phone: | Click here to enter text. |
| Prefer contact by: | Phone  Email | Program: | Click here to enter text. |
| Is it ok to leave a message or voicemail? Yes  No | | | |

**Incident Details**

|  |  |
| --- | --- |
| Who is the complaint against? | Click here to enter text. |
| Date(s) of the incident(s): | Click here to enter text. |
| Time(s) of the incident(s): | Click here to enter text. |
| Exact location of the incident(s): | Click here to enter text. |

**Description of the incident(s).** Please provide a detailed description of the incident(s), including as much relevant detail as possible. Questions to keep in mind include who, what, when, where, and how.

|  |
| --- |
| Click here to enter text. This section will expand if necessary. |

**Additional information.** Please provide any additional information related to the incident(s), such as contextual information, steps you have taken to resolve the incident, and what resolution you hope will result from this complaint.

|  |
| --- |
| Click here to enter text. This section will expand if necessary. |

By submitting this form I affirm that the information provided is complete and accurate to the best of my knowledge and that Royal Roads University may use this information to initiate an investigation under the Student Rights and Responsibilities Policy. I understand that no adverse action will be taken against me for filing a legitimate complaint and that I may withdraw my complaint at any time before a decision is made by contacting Student Services in writing.

|  |  |  |
| --- | --- | --- |
| Name: | Click here to enter text. | Date: Click here to enter text. |