

NOTICE TO STUDENTS REGARDING COMPLAINT PROCEDURE FOR DISTANCE AND CAMPUS EDUCATION

Students with any concerns they believe can be addressed by the Olin administration should request support through the **Provost's Office** using this form. The Provost may be reached at:

Mark.Somerville@olin.edu
781-292-2509
1000 Olin Way, MH 261
Needham, MA 02492

The Provost will route concerns to the appropriate internal processes.

Please note, if you are not satisfied with the outcome of a complaint filed, using this form, after exhausting all appeal procedures available to you at Olin College, appeal your complaint to the Massachusetts Department of Higher Education (DHE). Where you live while enrolled at Olin College determines which DHE complaint process you may use. The [MDHE SARA complaint form](#) is for students enrolled 100% remotely who reside (during the term) in other [SARA member states](#), while the [MDHE consumer complaint form](#) may be used by online students who are Massachusetts residents or residents of non-SARA states and territories.

This complaint procedure may also be found in the [Olin College Student Handbook](#)

Student Complaint Form

The Student Complaint form is to be used to submit a formal concern when students have been unable to satisfactorily resolve with the faculty, staff, students, or other involved parties.

Please complete all fields so your complaint will be directed to the proper college officials.

Complaints may be submitted anonymously; however, unless you include your contact information, Olin College will be unable to investigate your complaint, inquire further or respond back to you regarding the subject matter.

Contact information:

First Name:

Last Name:

Olin ID:

MDHE SARA Complaint Form: <https://www.mass.edu/foradmin/sara/complaints.asp>

SARA Member States: <https://www.nc-sara.org/state-actions-regarding-sara>

MDHE Consumer Complaint Form: <https://www.mass.edu/forstufam/complaints/complaintform.asp>

Olin College Student Handbook: <http://olin.smartcatalogiq.com/2020-21/Student-Handbook>

This form: https://www.olin.edu/sites/default/files/olin_college_student_complaint_form_october_2020.pdf

Phone:

Email:

Complaint Information:

First date on which the events or issues occurred:

Name(s) of the person(s) involved:

Please describe your concern in detail. Include the names of persons, locations and dates involved. If this concern is against specific person(s), please list their names and titles.

What attempts have you made to resolve this concern up to now? Please state who you contacted and what transpired.

Any other information you want to provide?

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This form: https://www.olin.edu/sites/default/files/olin_college_student_complaint_form_october_2020.pdf