

English Learning Academy Student Complaint Policy

The English Learning Academy aims to provide quality instruction for students' academic and social achievement at Arkansas State University. The Global Initiatives Executive Director, ELA Coordinator, faculty, and staff want students to be comfortable and confident that they are being provided the best experience in a fair and caring environment. If students feel they are not being treated fairly or they are unable to resolve any problem they have with ELA program procedures or personnel, they may file a complaint.

Informal Complaint

To speak with someone informally about your complaint, you may speak with:

- Your instructor
- Your advisor
- ELA Coordinator
- Executive Director of Global Initiatives

Formal Complaint

To make a formal complaint, please complete the Formal Complaint form. You may get a copy from one of three locations.

1. Print one from the ELA website:
<http://www.astate.edu/a/global-initiatives/english-learning-academy/program-overview/program-policies/>
2. The International Student Services and ELA Administrative Office: room S301, International Student Services / English Learning Academy (ISS/ELA) building
3. In this Student Handbook given to you during orientation

If you need help with completing the form or a translator, please check with the staff in ISS/ELA S301 and help will be provided.

Return your completed formal complaint form to:

1. ELA Coordinator
2. The Student Complaint Box located in the entrance lobby and S301 of the International Student Services / English Learning Academy (ISS/ELA) building
3. The International Student Services and ELA Administrative Office: room S301, International Student Services / English Learning Academy (ISS/ELA) building

The ELA Coordinator will read your complaint. A formal written reply will be given to you within 10 business days. If the ELA Coordinator deems a meeting necessary, you will be contacted within 10 business days to set up an appointment to resolve the issue. If you wish to meet with the ELA Coordinator to discuss the issue further, you may make an appointment in the ELA office at IES S301.