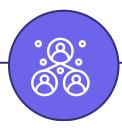
How to Make a Complaint

Before You Submit a Complaint

- Identify the issue clearly: What exactly is the problem?
- Collect any evidence: screenshots, dates, messages, assignment attempts, etc.
- If appropriate, try discussing the issue politely with the person involved.
- Sometimes small problems can be solved immediately through communication.











1– Describe What Happened

- Give a short, factual summary. Include:
- What happened
- When it happened
- In which course or system the problem occurred
- Who was involved (if necessary)
- Try to stay calm and neutral. Avoid blaming.

2- Explain Clearly and Politely

Use simple, direct language. For example:

- "I tried to upload my assignment several times, but the system did not accept it."
- "I did not receive the Zoom link for our class."
- "I asked a question but did not receive a reply, so I am unsure how to complete the task."

Provide enough detail but avoid unnecessary information.

3– Describe How the Problem Affected You

Explain why the issue matters. For example:

- You missed a deadline
- You could not attend a class
- You lost access to course materials
- You became confused about instructions
- Your grade might be affected

This helps the person understand the impact.

4– Suggest a Helpful Solution

Offer a polite, reasonable request. For example:

- "Could I have additional time to submit my assignment?"
- "Could you please check the system access for my account?"
- "Is it possible to resend the class link or instructions?"
- "Could we meet briefly to clarify the problem?"

Showing a willingness to cooperate increases the chance of a positive outcome.

5- Submit Your Complaint

Send your complaint to the correct place:

- Instructor's email
- Student Affairs Office
- Program Coordinator
- Online helpdesk or LMS ticket system
- Academic advisor

Make sure your message includes your name, ID, course, and a polite closing.









