



# ACHS Complaint Form

ACHS takes complaints very seriously. Please attempt to resolve any issues with the following heads of departments before lodging a formal complaint:

- President: Tracey Abell [president@achs.edu](mailto:president@achs.edu)
- Academics & Compliance: Tiffany Rodriguez, Chief Academic Officer, [academicdean@achs.edu](mailto:academicdean@achs.edu)
- Student Services: Prisca Bermudez, Director of Academic Services, [stuserv@achs.edu](mailto:stuserv@achs.edu)

All of the above personnel can be reached by telephone at 800.487.8839.

If you are not able to resolve your concerns with the above departments, please complete the following form completely to lodge a formal complaint. Once you've completed and signed this form, please email a completed copy to the appropriate department or mail it to the College at 5005 S. Macadam Avenue, Portland, Oregon, 97239. Your complaint will be acknowledged within 30 days and investigated. Investigation may take several months. The conclusion to the complaint will be mailed to you.

Note: If you would like to drop a course, please contact Student Services by email to [stuserv@achs.edu](mailto:stuserv@achs.edu) or call 800-487-8839.

Date Submitted: \_\_\_\_\_

**Person completing this form:**

Your name: \_\_\_\_\_

Program: \_\_\_\_\_

Course(s) affected: \_\_\_\_\_

Current address: \_\_\_\_\_

Current telephone: \_\_\_\_\_

Current email: \_\_\_\_\_

Names of any staff or faculty involved in your complaint:

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Nature of your complaint:

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Additional Comments:

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**For College Use:**

Date received: \_\_\_\_\_

Date of enrollment: \_\_\_\_\_

Investigated by:

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Outcome Approved by:

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Outcome/action required:

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