**留学生投诉渠道**

1. **留学生宿舍投诉箱渠道**

请您将投诉信投递到C15留学生宿舍投诉箱

您将在投递投诉信的一周内得到答复，请注意接收我们的来电/E-mail

1. **直接来留学生办公室或发送邮件投诉**

投诉人到208办公室填写投诉申请表（南校区B1-208,

北校区32号楼208）

投诉人发送邮件到scut208@126.com。注明护照姓名，护照号码，国籍，学号，专业，联系方式及投诉事宜

OR

您将在投递投诉信的一周内得到答复，请注意接收我们的来电/E-mail

如果您对投诉结果不满意可以预约领导，

投诉人到208办公室填写预约申请表

告知学生预约时间、地点

问题的后续处理情况一周内告知您，请注意接收我们的来电/E-mail

**International Student Complaint Process**

**1. Dormitory Complaint Box**

Fill out your complaints and drop them in the C15 complaint box.

You will receive a response within a week of submission. Kindly pay attention to your email and phone for our response.

1. **Report a complaint through email or in person at our office**

Fill out a complaint form from office 208 and submit to either Office B1-208 (South Campus) or Building 32, 208 (North Campus)

Submit a complaint by email to [scut208@126.com](mailto:scut208@126.com). Include your passport name, passport number, student number, major, contact information and the complaint.

OR

You will receive a response within a week of submission. Kindly pay attention to your email and phone for our response.

If you are not satisfied with the response, you may book an appointment with the dean at office B1-208.

An appointment time and place will be given to you.

Any subsequent issues will be forwarded to you by email or a phone call. Kindly pay attention to your email and phone.