

## Student Complaint / Grievance Form

If you wish to file a grievance under Phase 2 and 3 of the complaint and grievance process, complete all of the following questions and return this form to the Office of Student Affairs. This form will be accepted only after completing the informal complaint process. (See the reverse side of this form.)

Your Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Date: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

### Complaint / Grievance Information:

Name of Faculty/Staff Member (if applicable): \_\_\_\_\_

Class, Department or Policy/Procedure: \_\_\_\_\_

Describe the specific grievance and include the names of witnesses. If you can, identify the policy or procedure violated. This narrative must specifically describe the grievance and refer to any law or policy which is the basis for the grievance. (This form and procedure **does not include**: [1] faculty assigned duties including any and all types of evaluations and course assignments; 2) final course grade; 3) sexual harassment, or discrimination [see appropriate policy and forms].):

What is your proposed remedy or solution? (Must be completed)

#### For Office Use Only

Date Received: \_\_\_\_\_ Received By: \_\_\_\_\_

Copy sent to staff/faculty/administrator on: \_\_\_\_\_ Copy to Department Chair/Supervisor on: \_\_\_\_\_

Action/Resolution: \_\_\_\_\_

# Summary of Resolution Through Informal Process

(Phase 1 must be completed prior to submission for Formal Complaint/Grievance)

**Phase 1 – Step 1** (*Informal*) of the process is for you to talk directly to the faculty/staff/administrator.

Have you spoken to the faculty/staff member to try to resolve your complaint?  Yes  No Date of Meeting: \_\_\_\_\_

If you did not meet with faculty/staff/administrator, why did you not meet (explain):

**Phase 1 – Step 2** (*informal*) of the process is to discuss the matter with the division chair or supervisor.

Have you spoken with the chair or supervisor?  Yes  No Date of Meeting: \_\_\_\_\_

What was the result of this meeting (*explain*)?

Why is this not satisfactory to you (*explain*)?

**Phase 1 – Step 3** (*informal*) of the process is to meet with next line supervisor to resolve the matter (*for non-academic complaints*) or to meet separately with the immediate supervisor to seek resolution and/or proceed with a formal grievance (*for instructional complaints*).

Have you spoken with the chair or supervisor?  Yes  No Date of Meeting: \_\_\_\_\_

What was the result of this meeting (*explain*)?

Why is this not satisfactory to you (explain why or why not)?

**Phases 2 and 3:** If not resolved, the issue now becomes a **Formal Complaint/Grievance** and follows the process outlined in the policy. **Submission of this form initiates the Formal Complaint/Grievance process.** The grievant will be contacted within 10 school days upon receipt of this form regarding a meeting to discuss the grievance. **See the administrative procedures that accompany the Student Complaint and Grievance Policy.**