

Inver Hills Community College Student Complaint Form

A complaint is an allegation of improper, unfair, arbitrary or discriminatory treatment by college personnel. Students should attempt to resolve concerns informally before filing a complaint. Any student or group of students may file a complaint concerning any campus issue and discuss it with the appropriate employees or administrators, but may carry it no further unless a complaint falls within the definition of a grievance. A complaint may constitute a grievance if the issue is not mutually resolved, and the complaint falls within the definition of a grievance. Please see the process chart below. **The second page of this document is the complaint form that you complete and submit.**

Inver Hills Community College

Student Complaint/Grievance Procedure

Complaints—Step I

Student confers with involved faculty/staff member in order to resolve issue informally.



If complaint is not resolved, student may submit complaint to employee's supervisor. Supervisor will attempt to reach mutually acceptable resolution.

Grievances—Step II

If an unresolved complaint meets the definition of a grievance, the student may submit written grievance to the appropriate administrator.



Administrator discusses grievance with student and affected employee. If grievance is resolved, decision is documented.



Administrator discusses grievance with student and affected employee. If unresolved, administrator provides written answer to student.

Step III

If grievance is unresolved, student may submit written grievance to college president.



President or designee meets with student in attempt to resolve issue. President's decision is final.

Form continued on next page

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Name _____ Date _____

Student ID or Social Security Number _____ E-mail _____

Address _____ Phone (day) _____

_____ (eve or cell) _____

Complaint filed with _____

Describe the nature of your complaint. (Be factual. Include names, dates, and other specific information. Describe actions you have taken to resolve the issue, e.g., discussed concern with instructor. Use reverse side if necessary.)

Response requested

____ Administrative awareness

____ Meeting with persons involved and administration

____ Other, explain _____

Signature _____ Date _____

Administrator's notes on follow-up: (Use reverse side if necessary.)

Signed _____ Date _____