

Student Complaint/Grievance Form

Definitions

- A **complaint** is an allegation of improper, unfair, or arbitrary treatment by an employee of the College. A complaint may be discussed with the employee(s) giving rise to the complaint and/or to their supervisor, but may be carried no further. A complaint may be submitted verbally or in writing.
- A **grievance** is a written claim raised by a student alleging improper, unfair, or arbitrary action by an employee involving the application of a College or Board policy or procedure. A written grievance must be submitted within 15 business days of the incident giving rise to the grievance.

Process for Student Complaints and/or Grievances:

1. The first step in resolving a complaint is to **discuss your concern** with your instructor (if this is an academic concern) or with the employee or the employee's supervisor (if this is a non-academic concern). Contact them either in person or via email for an appointment.
2. If your concern is not resolved by meeting with your instructor or the employee/supervisor, **complete this form** including the three questions on the reverse side. To view the process that will be followed, go to www.normandale.edu/onestop.
3. **Submit this form** and any supporting documentation to Academic Affairs, C2113, or electronically to academicaffairs@normandale.edu. Documentation submitted will not be returned.

NOTE: If your complaint/grievance is regarding a course grade, do NOT complete this form. You will need to file the **Request for Course Grade Review Form** available at www.normandale.edu/onestop.

PLEASE COMPLETE AND PRINT LEGIBLY.		
Last Name _____	First Name _____	Student ID _____
Normandale Email Address _____ @my.normandale.edu		Phone _____
(Decisions can only be communicated to your Normandale assigned email address.)		
<i>For an academic complaint/grievance:</i>		
Name of Instructor: _____		Course and Section Number: _____
Have you spoken with the instructor outside of class regarding your concern? YES NO		
<i>For a non-academic complaint/grievance:</i>		
Name of Employee: _____		Work Area: _____
Have you spoken with the employee/supervisor in private regarding your concern? YES NO		
_____ Your Signature		_____ Date

On the reverse side of this form, please address EACH of the three statements. It is most helpful when you provide as much detail as possible.



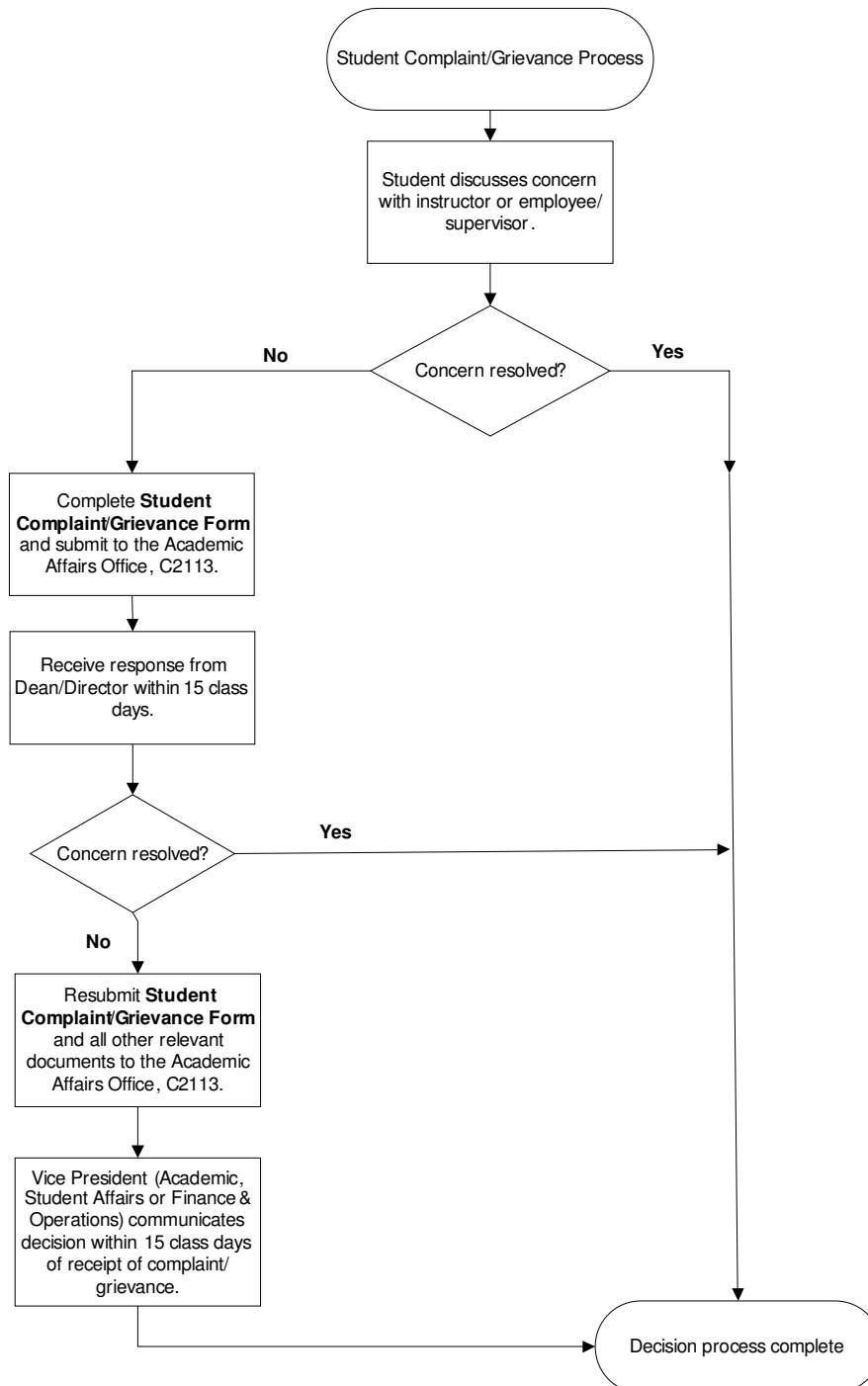
In the space below, please address EACH of the following: (You may attach additional pages if necessary.)

1. Describe the nature of the complaint/grievance. Be factual and specific, including names, dates, locations, and other relevant information. Attach supporting documentation if relevant.
2. Describe the actions you have taken to resolve the issue.
3. Describe the resolution you are seeking.

Student Complaint/Grievance Process Flowchart

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2. If your concern is not resolved by meeting with your instructor or the employee/supervisor, **complete the Student Complaint/Grievance Form** available at www.normandale.edu/onestop , in Academic Affairs, C2113 or Student Affairs, C1110.
3. **Submit the form** and any supporting documentation to Academic Affairs, C2113, or electronically to academicaffairs@normandale.edu. Documentation submitted will not be returned.



NOTE: The decision of the Vice President is final .