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**STUDENT CONCERN/ COMPLAINT/ GRIEVANCE FORM**

Today’s Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date of Incident: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Minneapolis Community and Technical College encourages you to resolve issues on your own; however, if you cannot or have already tried unsuccessfully, please submit this form to start the complaint process. In order to submit, please complete this form and e-mail it to:*** ***studentcomplaints@minneapolis.edu*** ***(preferred method) or complete and physically submit to Office of Student Rights & Responsibilities, T Building, 2nd floor,***

***room T.2300.***

**Student Name**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Student ID:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Address:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **City:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **State:** \_\_\_\_\_\_\_\_\_\_\_\_\_ **Zip:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Home #**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Cell #** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Work #**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**email** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **who is your Advisor?** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**If your Concern, Complaint or Grievance is regarding a class, please list the following information:**

**Class title:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Instructor name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Are you currently taking the class?** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **If not, when taken?** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**If your Concern/Complaint/Grievance is regarding something other than a Class, please list the Department or Office**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Staff Member Name(s):**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Are you willing to resolve this issue through mediation?** Yes \_\_\_\_ OR No \_\_\_\_

**OR I would like more information about mediation** \_\_\_\_

MCTC is asking you to provide information, which includes private and/or confidential information under state and federal law. MCTC is asking for this information in order to address your concern. You are not legally required to provide the information MCTC is requesting; however MCTC may not be able to efficiently address your concern if you do not provide sufficient information. With some exceptions, unless you consent to further release of private information, access to this information will be limited to school officials, including faculty who have legitimate educational interest in the information. Under certain circumstances, federal and state laws authorize release of private information without your consent.

***Types of Report/Definitions PLEASE SELECT ONE:***

***\*\*\*GRADE APPEALS: If you have a Grade Appeal, do NOT use this form. Grade Appeal forms must be obtained from and submitted to Academic Affairs, K Building, second floor, room K .2100.***

**\_\_\_\_ Concern:** A concern is something that relates to, is of importance or interest to or affects a student. If you have a concern, it is an informal method of communicating something to the school. If you have a concern, you simply want someone to know about it, but do not necessarily want someone to follow up with you. No meeting will be scheduled, but we may follow up with you.

**\_\_\_\_ Complaint**: A complaint is initially an oral claim by a student alleging improper, unfair, arbitrary or discriminatory treatment. The College may ask the student to submit the complaint and its details in writing for purposes of follow-up and required College record keeping. College Policy 4.10, Part 2. If you have a complaint, you would like the appropriate person to follow up with those involved. This includes contacting you, conducting a Fact Finding Inquiry to determine the background, etc.

**\_\_\_\_ Grievance:** A grievance is a written claim raised by a student, alleging improper, unfair, arbitrary, or discriminatory action by an employee involving the application of a specific provision of a College rule/regulation or a board policy or procedure such as:

1. The interpretation of the specific provision of a rule or regulation, OR
2. The application of a rule or regulation in other than a uniform manner, OR
3. The application of a rule or regulation other than in accordance with the provisions of the rule. College Policy 4.10, Part 3.

***Please check the box that best describes the issue.***

***\_\_\_\_*** Customer Service (phones, service, other) \_\_\_\_ Discrimination/Sexual Harassment (Referred to Legal Affairs)

\_\_\_\_ Employee-student communication \_\_\_\_ Student to Student Harassment (Referred to Conduct Officers)

\_\_\_\_ Assignment grading (late/not returned) \_\_\_\_ Equipment (computers, etc.) or Facilities (building, etc.)

\_\_\_\_ Instructor and/or Quality of instruction \_\_\_\_ Other (specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_ Placement testing \_\_\_\_ Other (specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Issue.***

On the lines below, please describe the issue in more detail:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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What would you like to see as a result of this process?

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***Communication Notice:*** Information about your complaint and the process will be communicated **via e-mail only**. This information will be communicated using the e-mail address provided by Student. By initialing here, you indicate that you understand this communication notice and will not hold the MnSCU system, MCTC, its President, Officers, Staff, Faculty or anyone affiliated with the school liable should you fail to follow through with additional requests because you do not check your e-mail. You also acknowledge that you do not hold the referenced parties responsible for communicating with you in any other way during this process. (***Initial Here***)\_\_\_\_\_\_\_\_\_\_\_\_.

**Student Signature**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**PLEASE NOTE**: It is violation of college policy to [retaliate](http://www.minneapolis.edu/Student-Services/Student-Complaints-Officer/Definitions#retaliate) against a student for filing a concern, complaint or grievance.

MCTC will not discriminate against any person because of race, color, creed, religion, national origin, sex, disability, age, marital status, sexual orientation, or status with regard to public assistance or membership in a local commission. MCTC prohibits sexual harassment and sexual violence.