STUDENT CONCERN/ COMPLAINT/ GRIEVANCE FORM

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

*Minneapolis College encourages you to resolve issues on your own. However, if you cannot or have tried and been unsuccessful, 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* *or submit to Office of Student Rights & Responsibilities in T.2300.*

***PLEASE WRITE CLEARLY AND LEGIBLY – ASSISTANCE CAN BE PROVIDED IF NEEDED.***

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

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

**Zip:** \_\_\_\_\_\_\_\_\_ **Primary Phone #:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Preferred Pronoun (he/she/ze/other):** \_\_\_\_\_\_\_

**Email:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­\_\_\_\_\_\_\_\_\_ **Academic Advisor:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***If your Concern, Complaint, or Grievance is regarding a*:**

***CLASS*, please list the following information:**

**Class title:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Instructor name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Currently taking the class?** Yes \_\_\_\_ No \_\_\_\_

**If not, when taken?** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***SOMETHING OTHER THAN A CLASS*, please list the**

**Department or Office**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Staff Member Name(s):**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***\*\* MUST ATTACH COURSE SYLLABUS \*\****

**Are you willing to resolve this issue through mediation?** **Yes** \_\_\_\_ **No** \_\_\_\_ **I would like more information \_**\_\_\_

Minneapolis College is asking you to provide information, which includes private and/or confidential information under state and federal law. Minneapolis College is asking for this information in order to address your concern. You are not legally required to provide the information Minneapolis College is requesting; however Minneapolis College 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.

***\*\*\*If you have a GRADE APPEAL, obtain & submit the Grade Appeal Form to K.3000, or email to*** ***academicaffairs@minneapolis.edu******\*\*\****

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

**\_\_\_\_ Concern:** A concern is something that relates to, is of importance or interest to, or affects a student. This is an informal method of communicating something to the school that you simply want someone to know about, but do not necessarily want someone to follow up with you about. 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, and conducting an investigation.

**\_\_\_\_ 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 (Possibly 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 \_\_\_\_ LDA

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 Minnesota State (formerly MnSCU) system, Minneapolis College, 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.

Minneapolis College 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. Minneapolis College prohibits sexual harassment and sexual violence.