

This form may be used when a student has a complaint or grievance about their education or experience at Alexandria Technical and Community College. Please check the box below to indicate if this is a complaint or grievance based on the below descriptions.

- Complaint:** An oral or written claim concerning a college issue brought by a student alleging improper, unfair, or arbitrary treatment. This procedure does not apply to grade appeals.
- Grievance:** A written claim raised by a student alleging improper, unfair, or arbitrary action by an employee involving the application of a specific provision of a college rule/regulation or a Minnesota State board policy or system procedure. This policy does not apply to those college rules or regulations or to Minnesota State board policies or system procedures that include an appeal or grievance process. Students wishing to file a grievance must do so within 15 calendar days following the grieved event.

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Printed Name

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Signature

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Street Address

City

State

ZIP

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Cell Phone

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E-mail Address

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StarID

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Program/Major

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Date complaint/grievance form submitted

Please respond to the following. Use a separate sheet of paper, if needed.

1. Describe your complaint or grievance.

(Date of incident/event, what happened, who was involved, etc.)

2. Describe any steps you have taken to resolve the situation.

(Have you discussed or attempted to resolve the complaint/grievance with the subject of the complaint, the subject of the complaint's supervisor, or the Dean of Educational Services for your program area?)

3. Describe the action(s) you are seeking to resolve the situation.

Please return this form to Academic Affairs (north building, room 109) or scan and email to [academic.affairs@alextech.edu](mailto:academic.affairs@alextech.edu).

[www.alextech.edu](http://www.alextech.edu) • [go@alextech.edu](mailto:go@alextech.edu) • 320.762.0221 • An Equal Opportunity Employer/Educator • This document is available in alternative formats by calling 888.234.1222 ext. 4673 or 320.762.4673.

The college is asking you to provide information which includes private information under State and Federal law. The information is optional; however, if you refuse to provide some or all of the optional information, the college may not be able to process your request.

### **3.8 Student Complaints and Grievances**

#### **Policy Statement**

Students may, at some point during their academic studies, believe or perceive something is not acceptable, such as a process, program, or physical space, and may wish to lodge a complaint, or believe they have been harmed, in a personal or emotional way, and might want to lodge a grievance. Alexandria Technical and Community College's complaint and grievance policy allows students to seek recourse outlined in the ATCC complaint and grievance procedure. This policy does not refer to academic grade disputes. Grade appeals must be handled under ATCC Procedure 3.17.5.

#### **Formal Procedure**

Steps: In the event the student could not reach a satisfactory solution to the complaint through the informal complaint/grievance procedure, the student may begin the formal complaint procedure.

1. The student must obtain and complete the Complaint & Grievance form and return to Academic Affairs.  
Timeline: Within 5 days after discussion with the Dean of Educational Services.
2. Academic Affairs will provide the Complaint & Grievance form to the Complaint and Grievance Committee who will review the form. The Complaint and Grievance Committee will provide a recommendation to the Vice President for Academic and Student Affairs (VPASA).  
Timeline: Within 5 days after receiving the Complaint & Grievance form.
3. The VPASA will review all documentation related to the case, may ask additional questions or seek other information, and will render a decision.  
Timeline: Within 5 days after receiving recommendation from Complaint and Grievance Committee.
4. If the student is not satisfied with the decision of the VPASA, the student may elect to meet with the President.  
Timeline: Within 5 days after receiving decision from the VPASA.

#### **Appeals**

- If the complaint or grievance involves a college rule or regulation, a student may appeal the VPASA's decision to the President. The decision of the President is final and binding.
- If the grievance involves a Minnesota State board policy, the actions of the college president, an issue of institutional or program quality such as an institution's compliance with the standards of an accrediting or licensing agency, or a claim of consumer fraud or deceptive trade practice, a student may further appeal the college decision to the Chancellor of Minnesota State. The decision of the Chancellor is final and binding.

#### **Student Complaint and Grievance Committee**

- Faculty Member (1)
- Support Staff Member (1)
- Human Rights Officer (1)
- Administrator (1)
- Counselor (1)
- Student Representative (2)
- Designated Officers