

**Submit complaint forms to:**

Anita Hanson, Dean, Student Services  
218-879-0805 Office147



**STUDENT CONCERN/COMPLAINT/GRIEVANCE FORM**

(Minnesota State Colleges and Universities Board Policy 3.8 and Procedure 3.8.1)

**Today's Date:** \_\_\_\_\_ **Date of Incident:** \_\_\_\_\_

**Student Complaint and Grievances Policy:** A student has the right to seek a remedy for a dispute or disagreement, including issues of institutional or program quality such as an institution's compliance with the standards of an accrediting agency, or a claim of consumer fraud or deceptive trade practices, through a designated complaint or grievance procedure. FDLTCC has established procedures, in consultation with student representatives, for handling complaints and grievances. These procedures shall not substitute for other grievance procedures specified in board or college policies or procedures, regulations or negotiated agreements. For more information on complaints and grievances, please contact the Dean of Student Services (Office 147) or visit the college's Academic and Campus Policies webpage.

This policy does not apply to academic grade disputes. Grade appeals must be handled under a separate college academic policy. Please see the Vice President of Academic Affairs for more information.

**Complaints/grievances related to online classes offered out of state**

FDLTCC offers online courses and programs to students outside Minnesota. FDLTCC is a member of the National Council for State Authorization Reciprocity Agreements (NC SARA) and has entered into required state reciprocity agreements. NC SARA members agree to recognize and accept courses and programs from member institutions of NC SARA. As part of the complaint/grievance procedure at FDLTCC, out-of-state online students must attempt to resolve the situation informally before filing an official complaint. FDLTCC encourages students to discuss the issue with their instructor before filing a formal complaint/grievance. If the student is unsatisfied with the decision rendered informally, the student may pursue the formal complaint or grievance process noted in FDLTCC Complaint/Grievance Procedure. Students can file the Complaint/Grievance form below and submit it to the Dean of Student Services. Communications will then occur via email. If a complaint cannot be resolved at the college level, you may contact the Minnesota Office of Higher Education if you are a distance education student that resides out of state, [Complaints About Private Colleges and Career Schools \(state.mn.us\)](http://state.mn.us).

FDLTCC encourages you to resolve issues on your own; however, if you cannot or have already tried unsuccessfully, please complete this form to start the complaint or grievance process. Additional information regarding the complaint procedure is on page 2 of this document. To submit the form, please e-mail to: [anita.hanson@fdltcc.edu](mailto:anita.hanson@fdltcc.edu) (Dean of Student Services) or bring the form to Office 147.

**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**

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

**Student Concern/Complaint/Grievance - 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 the Chief Academic Affairs Officer.**

**Concern:** An oral or written claim concerning a college issue brought by a student alleging improper, unfair, or arbitrary treatment.

**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.

**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 board policy or system procedure

**Complaint Step Procedures and Timelines**

1. A student may file a complaint at any time by obtaining the *Student Complaint/Grievance Form* in Dean of Student Services office or find it online at [www.fdlccc.edu](http://www.fdlccc.edu) > About Us > Academic and Campus Policies > Complaints/Grievances/Petitions
2. Fill out the form completely. Be very specific, listing person(s) involved, time(s), date(s), and location(s) of the incident(s) alleging any improper, unfair, arbitrary, or discriminatory action by any employee involving the application of a specific provision of a college or university rule/regulation or board policy or procedure, including issues of institutional or program quality such as an institution's compliance with the standards of an accrediting agency, or a claim of consumer fraud or deceptive trade practices.
3. Return the completed form to the Dean of Student Services office. The Dean of Student Services has seven working days in which to respond to the complaint. If the complaint is of academic nature the Vice President of Academic Affairs will be consulted and/or the complaint may be referred to the VP of Academic Affairs. A written explanation of the complaint decision will be given to the student within seven days.
4. The Dean of Student Services and the student (or student designee) will schedule meetings to talk to the person who is the subject of the complaint. Written notification will be provided to the complainant regarding options available such as changes to: Academic schedules, on-campus housing, transportation, and on-campus work situations. For the respondent's protective measures, refer to the FDLTCC Student Conduct Code due process section. A student has the right to representation at any meeting and may request a mediator of their choice: student, instructor, or other. Students found to be responsible for a conduct violation shall be provided an avenue of appeal within the institution. In addition, in cases involving sanctions of suspension for ten days or longer, students shall be informed of their right to be contested case hearing under Minnesota state statute 14.
5. For student complaints in which it would be inappropriate to ask the student to informally discuss the matter with an employee named in the complaint, an alternative process must be made available to the student.
6. If the complaint is not resolved through the informal discussion or alternative process, a complaint may become a grievance if the complaint involves the application of a college rule or regulation or a board policy or system procedure.
6. Records and minutes agreed upon by all parties involved will be kept on all meetings and discussions and may be consulted for future reference.
7. Written summaries/agreements of the parties involved will follow any discussion.

## Grievance Procedures and Timelines

1. A student has a right to file a grievance alleging improper, unfair, or arbitrary action by an employee involving the application of a specific provision of a college rule, regulation, board policy, or system procedure
2. A grievance must be submitted in writing by completing the *Student Complaint/Grievance Form* in Dean of Student Services office or find it online at [www.fdlcc.edu](http://www.fdlcc.edu) > About Us > Academic and Campus Policies > Complaints/Grievances/Petitions
3. Fill out the form completely. Be very specific, listing person(s) involved, time(s), date(s), and location(s) of the incident(s)
4. Return the completed form to the Dean of Student Services office. The Dean of Student Services has seven working days in which to respond to the grievance. If the grievance is of an academic nature the Vice President of Academic Affairs will be consulted and/or the grievance may be referred to the VP of Academic Affairs. A written explanation of the grievance decision will be given to the student within seven days.
5. Students have a right to appeal a grievance decision by filing a written appeal to the President. Appeals must be filed within ten (10) working days of receipt of the grievance decision. The President shall respond provide a written response within ten (10) working days from receipt of the complaint/grievance appeal The President or will reconsider an appeal decision if more information is presented. The President's decision is final and binding.
6. If the complaint involves a college rule or regulation, a student may appeal an official complaint through procedural steps up to the President. The decision of the President is final and binding.
7. If the grievance involves a board policy or system procedure, the actions of a 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. The decision of the chancellor is final and binding.

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

- |  |   |
|--|---|
| <input type="checkbox"/> Customer Service (phones, service, other) | <input type="checkbox"/> Discrimination/Sexual Harassment                           |
| <input type="checkbox"/> Employee student communication            | <input type="checkbox"/> Equipment (computers, etc.) or Facilities (building, etc.) |
| <input type="checkbox"/> Instructor and/or Quality of instruction  | <input type="checkbox"/> Student Conduct _____                                      |
| <input type="checkbox"/> Accommodations                            | <input type="checkbox"/> Other _____  |

**Issue:**

On the lines below, please describe the issue in more detail: (include any supporting document. Attach additional pages if necessary:

---

---

---

---

---

Action taken so far to resolve the complaint/issue:

---

---

---

---

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

---

---

---

List any witnesses with contact information:

---

---

---

---

**Communication Notice:** Information about your complaint and the process will be communicated **via e-mail and/or you will be contacted by phone**. This information will be communicated using the e-mail address provided by Student. By initialing below, you indicate that you understand this communication notice and will not hold the MNSCU system, FDLTCC, 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 against a student for filing a concern, complaint or grievance.

**TO BE COMPLETED BY A COLLEGE ADMINSTRATOR**

Date of initial investigation/informal meeting:

Findings:

Resolution/Comments:

**College Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## Student Complaints and Grievances

(Minnesota State Colleges and Universities Board Policy 3.8 and Procedure 3.8.1)

**General Complaints and Grievances:** A student has the right to seek a remedy for a dispute or disagreement, including issues of institutional or program quality such as an institution's compliance with the standards of an accrediting agency, or a claim of consumer fraud or deceptive trade practices, through a designated complaint or grievance procedure. Each college shall establish procedures, in consultation with student representatives and others, for handling complaints and grievances. These procedures shall not substitute for other grievance procedures specified in board, or college policies or procedures, regulations or negotiated agreements. This policy does not apply to academic grade disputes. Grade appeals must be handled under a separate college academic policy.

**Procedures:** The chancellor shall establish procedures to implement this policy. The student grievance policy and procedures of colleges shall comply with Policy 3.8 and Procedure 3.8.1.

### Student Complaints and Grievances Procedure

**Purpose:** To provide a process to resolve student complaints and grievances when no other complaint, grievance, or appeal process applies to the situation.

### Definitions

For the purposes of Board Policy 3.8 and System Procedure 3.8.1 the following definitions apply:

- **Appeal**  
A request for reconsideration of a grievance decision under Policy 3.8 and Procedure 3.8.1.
- **Complaint**  
An oral or written claim concerning a college issue brought by a student alleging improper, unfair, or arbitrary treatment.
- **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, board policy, or system procedure.
- **Retaliation**  
Retribution of any kind taken against a student for participating or not participating in a complaint or grievance.
- **Serious**  
As used in this procedure, serious refers to situations.
- **Student**  
An individual who is enrolled in a college, a group of such individuals or the campus student government.

### Notification and Publication

Each college shall inform students of the established complaint and grievance policies and procedures. These policies and procedures must be publicized to students at least annually and include information for students about how and where to obtain grievance forms.

### Complaints.

Colleges shall establish procedures that provide for informal resolution of complaints by requiring that a student discuss a complaint with the employee(s), and/or administrator(s). For student complaints in which it would be inappropriate to ask the student to informally discuss the matter with the employee named in the complaint, an

alternative process must be made available to the student. If not resolved through this informal discussion or alternative process, a complaint may become a grievance if the complaint involves the application of a college rule or regulation or a board policy or system procedure. For complaints on discrimination and harassment, see System Procedure 1B.1.1. For complaints on sexual violence, see System Procedure 1B.3.1.

## **Grievances**

### **Timeframe**

The college shall develop and publish a timeframe that establishes reasonable time requirements for each step of the grievance process.

### **Grievance process**

The college shall develop a grievance form which will provide an explanation of the grievance step procedures and timelines. A grievance must be submitted in writing. At the conclusion of the grievance process, the response of the college must be in writing and sent to the grievant. The response must include notification to the student of the opportunity for appeal and the appeal process.

### **Appeals**

The grievance procedure must include an opportunity for a student to appeal a grievance decision. The individual to whom an appeal is directed should be identified by the college for the issue(s) in question.

If the grievance involves a college rule or regulation, a student may appeal an official grievance through procedural steps up to the president. The decision of the president is final and binding.

If the grievance involves a board policy or system procedure, the actions of a 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. The decision of the chancellor is final and binding.

### **Retaliation Prohibited**

Retaliation of any kind must not be taken against a student for participating, or refusing to participate, in a grievance. Retaliation may be subject to action under appropriate student or employee policies.

*Fond du Lac Tribal and Community College is committed to a policy of nondiscrimination in employment and education opportunity. No person shall be discriminated against in the terms and conditions of employment, personnel practices, or access to and participation in, programs, services, and activities with regard to race, sex, color, creed, religion, age, national origin, disability, marital status, status with regard to public assistance, sexual orientation, gender identity, gender expression, familial status or membership or activity in a local commission as defined by law.*

This document is available in alternate formats by calling 218-879-0864. Consumers with hearing or speech disabilities may contact us via their preferred Telecommunications Relay Service.