

North Hennepin Community College

Student Complaint and/or Grievance Form

- A **complaint** is an allegation of improper, unfair, or arbitrary treatment by an employee. A complaint may be discussed/submitted with the employee(s) giving rise to the complaint and/or to the supervisor to whom the employee reports, but may be carried no further. A complaint may be submitted verbally, but is recommended to be submitted 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 20 business days of the incident giving rise to the grievance.

Last Name _____ First Name _____ Student ID or SSN _____

Street Address _____

City _____ State _____ Zip _____

Email Address _____ Phone _____

Complaint/grievance filed with _____

1. Describe the nature of the complaint/grievance. Be factual - include names, dates, locations, etc. Attach additional pages if necessary.

2. Describe the actions the student has taken to resolve the issue.

3. Identify the resolution/actions requested.

Signature _____ Date _____

**** College Use Only ****

College Response

College Signature _____ Date _____