STUDENT GRIEVANCE PROCEDURE

Elizabethtown Community and Technical College is committed to providing a quality educational experience, fully supported by a range of academic and administrative services and facilities. The College recognizes the need for students to be able to express dissatisfaction if they feel the need to do so.

If a student believes he/she has a legitimate complaint, the following steps toward resolution should be followed:

Informal Grievance Process

1. Seek to resolve the issue with the party involved.
2. If a resolution cannot be reached, the next step would be to contact the party's supervisor for the department in which the student feels aggrieved.
3. If the student does not receive the satisfaction sought at this level, the student should contact the area Chief Administrative Officer for the department involved. Typically, contact the Chief Academic Officer (Room 206 of the Regional Postsecondary Education Center) for grievances dealing with faculty, the Chief Student Affairs Officer (Room 100 of the Regional Postsecondary Education Center) for grievances between students, and the appropriate department Chief Administrative Officer for grievances dealing with staff.
4. If the issue cannot be resolved at the Chief Administrative Officer level and if the student would like to continue pursuing resolution, the Formal Process should be followed below.

Formal Grievance Process

If, after the above informal process, the student still is not satisfied, the student should fill out a formal complaint form through the office of the Chief Student Affairs Officer (Room 100 of the Regional Postsecondary Education Center.)

Elizabethtown Community & Technical College

FORMAL GRIEVANCE FORM

This form is designed for use with the Formal stage of Elizabethtown Community & Technical College's Student Grievance Procedure. Please ensure that you have read and understood the Procedure before completing this form. The completed form must be submitted to the Chief Student Affairs Officer's office, located in Room 100 Regional Postsecondary Education Center.

Part I – Student Information

Name _____ Student ID Number _____

Address _____

_____

Phone Number _____ Email _____

Date Issue Occurred _____

Part II – Details of Grievance (Please describe reason for complaint)

_____

_____

_____

_____

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_____

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Part III – Satisfaction sought regarding Grievance

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Part IV – Grievance Process

Before a grievance can be raised formally, it must have been raised informally with the following:

- Initial party involved regarding the grievance
- Supervisor of party involved
- Appropriate Chief Administrative Officer of party/department involved

Please indicate below with whom the complaint has been raised:

1. Name _____ Date Raised: _____
   Title or Department_____

2. Name _____ Date Raised: _____
   Title or Department_____

3. Name _____ Date Raised: _____
   Title or Department_____

What was the outcome: (Please describe why you are dissatisfied)

_____

_____

_____

_____

_____

_____

_____

_____

Signature of aggrieved: _____ Date: _____

For Office Use Only

Date Grievance Received: _____
Acknowledgement Response Sent: _____

Referral for Follow-Up
Employee Name/Department: _____
Date: _____