



## Student Complaints' & Grievance Reporting Form

Students should read *The Mico University College Students' Handbook: Complaints & Grievance Policy* before making a formal complaint. The process for Student Complaints/Grievances in summary:

1. The first step in resolving complaints or grievance issues is to discuss your concerns using a direct and informal approach to the individual/department concerned, wherever possible.
2. If the issue is not resolved after meeting with the employee concerned, complete and submit this form (with any available supporting documentation) within fifteen days of the incident to the Director of Student Services in a sealed envelope marked *Confidential* – a copy should also be sent to the University Registrar.
3. An administrative panel will review the submission and determine if the matter should be escalated to a Grievance Review Committee at which point all parties may be called to present their arguments before an impartial hearing panel for final determination.

### PLEASE TYPE OR PRINT LEGIBLY

Last Name:	First Name:	Student ID:
Address:		Phone:
Programme/Major:		Year of Enrolment:

Name of individual/department against which the complaint/grievance is filed.

	Role (If individual):
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In a few words, briefly categorize the nature of the incident/issue being reported.

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Please state the name and contact information of any individual(s) who can corroborate your description of the issue or series of events.

Name:	Role/Position:	Phone:
Name:	Role/Position:	Phone:
Name:	Role/Position:	Phone:

Please respond to following with either **Yes**  or **No**

- Have you read the *Mico University College Student's Complaints & Grievance Policy*?
- Have you tried to resolve this matter through private dialogue with the employee concerned?
- Have you spoken to anyone outside the Mico about this issue? If Yes, who? \_\_\_\_\_

Describe the nature of your complaint or grievance. Be factual and specific, including all relevant information such as names, dates, actions and locations. Include the steps you have taken to resolve this matter and attach any supporting documentation where relevant. *Attach additional sheets if necessary.*

Describe your desired outcome/resolution to this incident. Please be as specific as possible.

**Certification**

I \_\_\_\_\_ certify that the above information is true, correct and complete to the best of my knowledge. I understand that the information contained herein will be held confidential to the furthest extent possible and that my name and the details of my grievance/complaint may be shared with various officials to conduct a thorough investigation of the issue. I also understand that documentation submitted will not be returned.

Signed \_\_\_\_\_ on this day \_\_\_\_\_.

**OFFICIAL USE ONLY**

Date Received \_\_\_\_\_ Received by \_\_\_\_\_ Action Taken (*state in space below*):

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- >
- >
- >
- >
- >

Grievance Resolved: YES  - No  | Recommended Next Step: