

**Student Complaint/Grievance
Step 1. Informal Resolution**

Student Name: _____

Date: _____

Staff/Faculty Receiving Report Name: _____

I intend to pursue an informal resolution. I understand the next steps in the process should my informal resolution prove ineffective. Student initials: _____

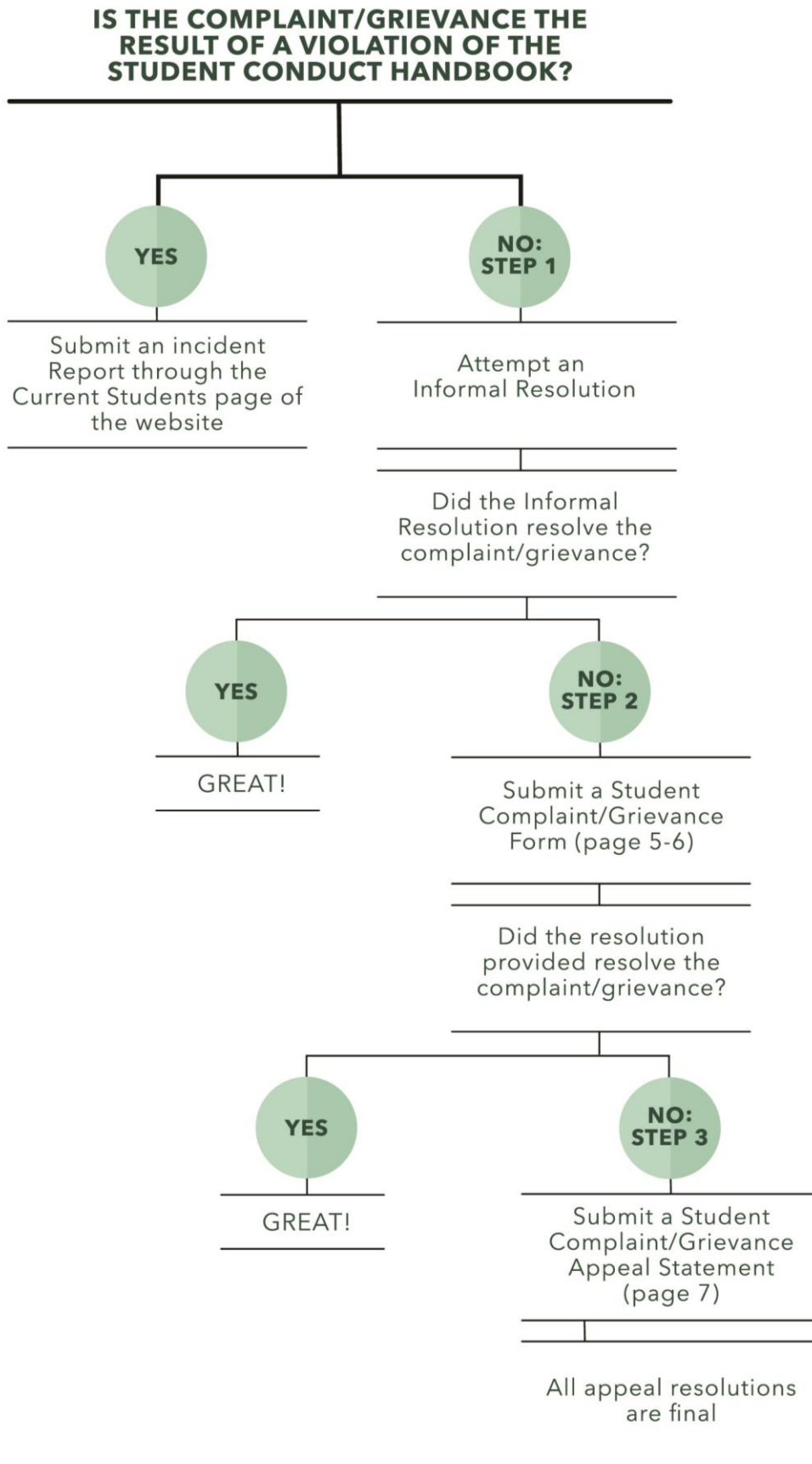
Please provide a brief summary of the complaint/grievance (1-2 sentences):

Please remove this cover page and deliver to the "Complaints/Grievances" mailbox in the mailroom.

Give the rest of the packet to the student.

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Student Complaint/Grievance Procedure Chart



Student Complaint/Grievance Policy and Procedures

Complaints/grievances that indicate an alleged infraction of the Code of Student Conduct must be made by filing an incident report at http://www.dcad.edu/site/student_life/current_students.

Definitions:

- 1) **Informal Resolutions:** Students are always encouraged to first attempt to resolve conflicts informally prior to submitting a written complaint/grievance. Informal resolutions are defined as an attempt to resolve conflicts prior to submitting a written complaint/grievance. Informal resolutions include private meetings during office hours, mediated meetings that include a neutral party, and other processes that create constructive, transparent, and equitable communication. If students are unable to resolve the complaint/grievance through informal meeting processes, then a student may file a written complaint/grievance.
- 2) **Complaint/grievance:** An action made by a College employee or College student that a student believes to be unfair or inconsistent with College policy or procedure and cannot be resolved informally.

Complaint/grievances must be submitted in writing. A .pdf of the complaint/grievance form can be found on line at [\(Specific website to be inserted here at a later date\)](#).

Procedures for submitting a complaint/grievance:

- 1) DCAD encourages all students to first attempt an informal resolution if appropriate.
- 2) If a complaint/grievance is not resolved through informal resolution complete the complaint/grievance form.
- 3) Submit the complaint/grievance form and any supporting documentation to the Director of Student Services or the Registrar & Assistant Dean.
- 4) Complaints/grievances must be submitted within 7 days of the incident or the informal resolution date. Adjudications will be concluded within 7 days thereafter.

Student Complaint/Grievance

Step 2. Submit Student Complaint/Grievance Form Below

Does the complaint/grievance indicate an alleged infraction of the Code of Student Conduct? If so, please file an incident report at http://www.dcad.edu/site/student_life/current_students.

Student Name (Please Print): _____ Student Name (Please Sign): _____

DCAD email address: _____ @dcad.edu

Complaint/Grievance against (person, policy, resource, etc.): _____

Have you attempted informal resolution with this person: Yes No (Please Circle one)

Date of attempted informal resolution: _____ Date of original incident: _____

The following questions must be answered and submitted before the resolution process can begin. During the process you may be contacted to clarify or expand on the information that you share. You may also be asked to answer additional questions if the investigators determine that more information is needed.

In the space provided please describe the nature of the complaint/grievance. Please be as specific as possible and list dates, times, locations, and any information that may assist in the investigation process. If need please attach copies of supporting documentation. Examples of supporting documentation included, but are not limited to, copies of e mail and other electronic communications, photos, and written witness statements.

In the space provided please describe or list any of the actions you have taken to resolve this issue:

Please describe the resolution to your complaint/grievance that you are currently seeking.

Once the form has been completed please submit the form to one of the following offices via email or in person:

To: Jason Mocar Director of Student Services,
600 N. Market Street, Suite 123; jmocar@dcad.edu

To: Krista Rothwell; Registrar & Assistant Dean
600 N Market Street, Suite 122; krothwell@dcad.edu

Complaints/grievances will be adjudicated within 7 days of receiving the form. The resolution will be sent via your DCAD email account and will contain a copy of this form. The complaint/grievance process will then be closed and filed as "complaint/grievance resolved." Should you wish to submit an appeal thereafter, resubmit this form and sign the "Appeal Statement" on the following page.

Student Complaint/Grievance Step 3. Submit the Appeal Statement Below

I understand that to submit an appeal the following qualifications must be met:

- 1) I have first submitted a writing complaint/grievance which was adjudicated, and I have reviewed the resolution that was sent to my DCAD email account.
- 2) I was not provided with a fair resolution of the complaint/grievance.

Please explain why the provided resolution is not fair:

Signature of student: _____ Date: _____

Date resolution was sent: _____ Date of original incident: _____

Once this statement has been completed please resubmit the form to the following offices via e mail or in person:

To: Eric Saul, Chief Financial Officer
600 N Market Street, Suite 105; esaul@dcad.edu

To: Katy Ro; Academic Dean
600 N Market Street, Suite 419; kro@dcad.edu

Appeals must be made in writing within two business days of receiving the complaint/grievance resolution. The appeal should include a completed copy of this form and copies of the complaint/grievance resolution(s). The appeal will be adjudicated within seven business days by the Student Conduct Committee Appeal Officers.

The appeal will then be closed and filed as "appeal resolved." All resolutions made by the appeal officers are final. Resolutions will be sent via your DCAD issued email account and will contain a copy of this form.