



Student Complaint/Grievance Form

Instructions: A grievance is an educational or personal issue or condition that a student believes to be unfair, inequitable, discriminatory, or a hindrance to his/her education. Students who have a complaint or grievance about their Victor Valley College experience should complete this form and **submit it to the Office of the Vice President of Instruction & Student Services** located in Building 55 (Counseling and Administration). Students should allow 10 business days to receive a written response to their complaint or grievance.

Check one:

Complaint (service-related)

Grievance (education-related)

Student Information

Student Name:	Student ID#
Address:	City/State/Zip:
Email Address:	Best number to be reached at:
Semester/Year:	Current student: Yes No

Complaint/Grievance Information

Retaliation against an individual filing a grievance is strictly prohibited and constitutes a violation of college policy which may result in disciplinary action.

Name of individual and/or department against whom the complaint/grievance is filed:

Describe your complaint/grievance in detail. Include date/s of occurrence (be as specific as possible). Attach additional sheets, if necessary, along with any documentation that will help describe and substantiate the complaint. Are there any witnesses who should be interviewed? If yes, list names and contact information.

Students are encouraged to discuss their concerns and complaints through informal conferences with the appropriate instructor or department. Have you made an attempt to resolve this complaint or grievance with the individual and/or department involved? Yes No If yes, describe the outcome: (Attach any additional comments, if necessary)

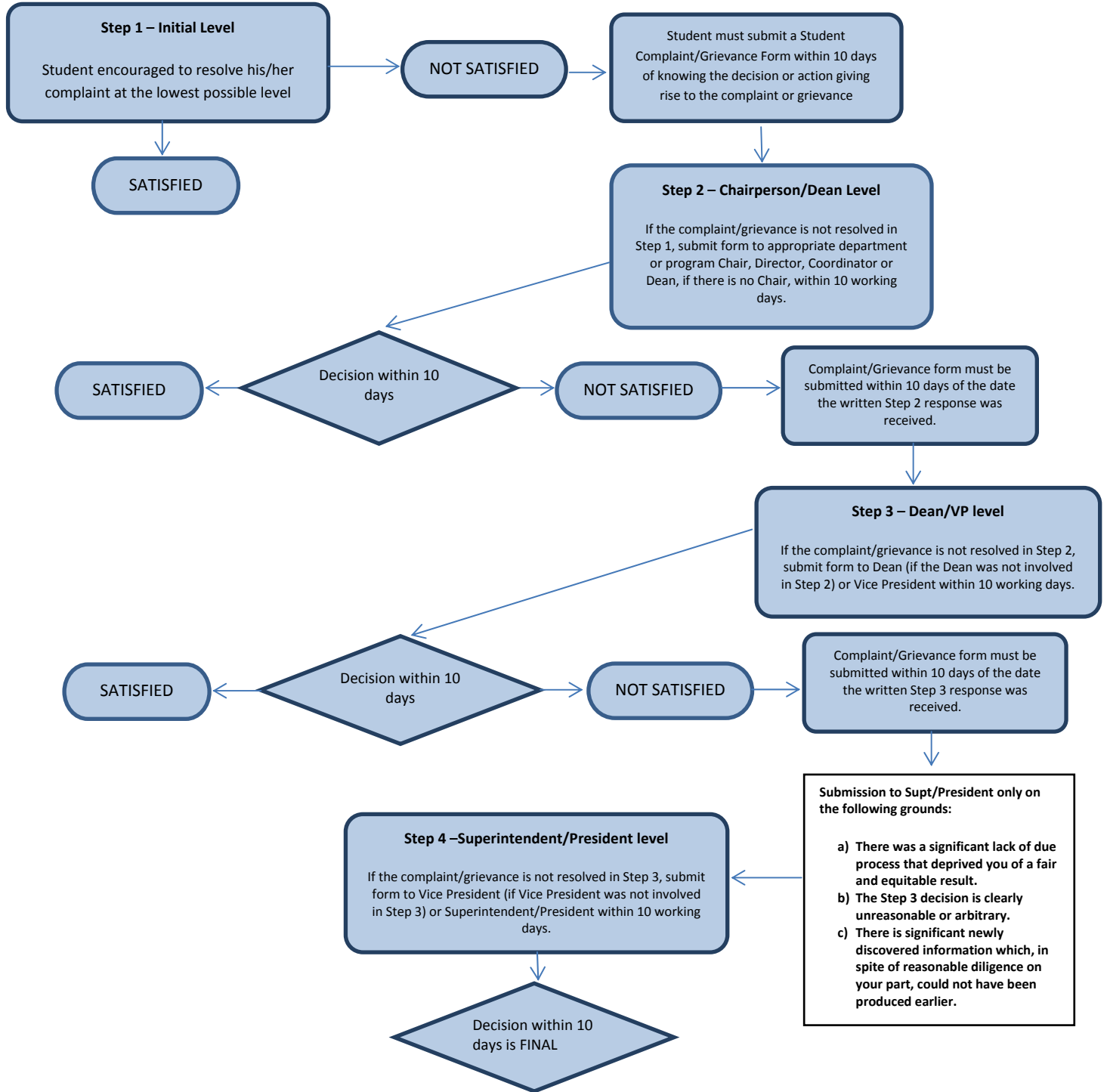
What outcome do you hope to achieve after talking to the appropriate college official(s): Attach additional sheets, if necessary.

I understand that information contained in the grievance form will be held confidential to the extent possible. Grievance information may be shared with college officials in order to conduct a thorough investigation. I hereby declare that the information on this form is true, correct, and complete to the best of my knowledge. I understand that any misrepresentation of information may result in disciplinary actions, in accordance with college disciplinary policies.

Signature: _____
Student

Date: _____

Grievance flow chart and response to incident



For office use only: Action taken by administrator (include Level Two, Three or other documents):

Grievance was resolved: Yes No

If not resolved, what are the next recommended steps:

Administrator signature: _____

Date: _____