



Official Student Complaint or Grievance Form

Morthland College

This document serves as a formal Complaint or Grievance Form. Students are encouraged to seek informal means of resolution by discussing concerns with applicable members of the institution or the Dean of Student Affairs. However, if the student feels informal means of resolution are not effective, students are encouraged to complete and submit this form to the Dean of Student Affairs. Throughout the process, the student can be assured of confidentiality and persons will be informed on a need-to-know basis. All complaints and grievances will be recorded, evaluated and investigated. Depending on the nature of the complaint or grievance, the college may or may not legally be able to discuss outcomes with the student. Information on filing a complaint may be obtained in the Department of Student Affairs. If a student is not satisfied with the handling of the complaint or grievance, then they may submit a complaint one or more of the following:

- TRACS [15935 Forest Road, Forest, VA 24551; Telephone: 434.525.9539; e-mail: info@tracs.org]
- Illinois Board of Higher Education [1N. Old State Capital Plaza, Springfield, IL 62701; Telephone: 271.557.7359; web-based: <http://complaints.ibhe.org>]
- any relevant agency

Student's Name: _____ **Date:** _____

Student's Phone: _____ **Preferred Email:** _____

Nature of Complaint: _____

Office Use Only:

Received By: _____

Date: ____/____/20____

Persons Contacted to Start Investigation: _____