

## YW Tech Lab Student Complaint Policy

### Purpose

- To promote prompt resolution of perceived wrongs and/or injustices that may arise between students and staff members.
- To promote prompt resolution of other grievances, whether academic or non-academic in nature.
- To assure the rights of privacy of all parties are maintained.
- To develop a higher sense of community among all persons at YW Tech Lab.

### Procedures

1. All information concerning a YW Tech Lab student complaint will be held in strict confidence where possible.
2. Most complaints can be resolved informally with the case manager and/or instructor and are required before proceeding to Step 1. Students may use the grievance procedure outlined below without penalty.
3. Step 1: Complaints are to be submitted in writing to the YW Tech Lab Director of Educational Programs with a copy to the CEO.
  - A. The complaint should be a concise statement of facts. It should include specific reference to the policies, procedures, or practices which have allegedly been misinterpreted, misapplied or violated. **It must be dated and signed.**
  - B. Typically, within ten (10) working days of receipt, the director and the student shall meet to discuss the complaint. The director must communicate a written response, with supporting reasons, to the student and CEO typically within five (5) working days of the conference.
4. Step 2: If the student is not satisfied with the handling of the grievance or if no decision has been made following the conference, the student shall notify the director within five (5) days in writing of the intention to initiate the second step of the procedure.
  - A. The student shall send to the CEO a copy of the decision rendered at the first step and a written appeal for reconsideration of the decision by the CEO.
  - B. The appeal to the CEO must be submitted within five (5) working days of the Step 1 meeting with the supervisor. Following The meeting between the CEO and the student, the CEO shall communicate her decision with supporting reasons to the staff member in writing, with a copy to the supervisor. This shall be done within five (5) working days.
5. The decision of the CEO will be considered a final determination.
6. If the student would like further review, an appeal can be made to the Illinois Board of Higher Education at: **complaints.ibhe.org**

# Student Complaint Form

Student Name: \_\_\_\_\_

Email: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Nature of Complaint (please "x" one):

\_\_\_\_ Academic (program, course content, delivery method, instructor, learning environment, access to resources, etc.)

\_\_\_\_ Non-Academic (student services, safety concern, administrative action, procedure, decision, etc.)

Students are required to discuss their concerns and complaints through informal discussions with the appropriate instructor and/or case manager before completing this form.

Have you discussed your complaint with the staff? \_\_\_\_yes \_\_\_\_no

If yes, please provide any evidence of resolution steps (include dates, times, names, etc.):

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Summarize the nature of your complaint below using factual information.

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I hereby declare the information on this form is correct, true, and complete to the best of my knowledge. I understand that any misrepresentation of the information may result in disciplinary action and/or removal from a YW Tech Lab class.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Submit Button