



ANOKA-RAMSEY COMMUNITY COLLEGE Student Complaint Form

Complementary Policies, Procedures and Practices

The complaint and grievance policy is used when a student is alleging improper, unfair or arbitrary treatment by a faculty or staff member. Separate, but complementary policies, procedures and practices are used for other circumstances, such as:

- Academic Petition - used when a student wishes to petition for exception to academic standards or program requirements
- Discrimination and Harassment ([MnSCU Board policy 1B.1](#)) - used when action that is of a discrimination or harassment nature is directed toward a member of a protected class as identified by law
- Exception to Policy Petition - used when unusual circumstances warrant deviation from standard policy, procedure or practice
- Grade Disputes - grading is the sole prerogative of the faculty
- Satisfactory Academic Progress - used when a student wishes to appeal probation or suspension status
- Student Conduct Code - used when a student is alleged to have violated acceptable modes of academic and social conduct

Complaints

A complaint is an oral or written claim concerning a college or university issue brought by a student alleging improper, unfair or arbitrary treatment. Disagreement with an administrative decision or the outcome of an appeal of that decision is not a complaint unless it alleges improper, unfair or arbitrary treatment.

To Make/Resolve a Complaint

Note: Complaint processes are subject to the time limits as listed within this policy.

1. To resolve a complaint, the student should first contact the faculty or staff member with whom the complaint exists.
2. Although it is not required that a complaint be written, the student is encouraged to write down a) the reason for the complaint, b) factual summary of complaint, and c) the remedy sought before arranging a meeting with the appropriate individual to discuss the complaint.
3. If there is no agreement or resolution during the initial complaint process, the student may schedule a time to discuss the complaint with the faculty or staff member's direct supervisor.
4. The direct supervisor will review previous resolution steps, discuss the complaint with the student, the faculty or staff member involved, other appropriate individuals and communicate an answer to the student.
5. If there is no agreement or resolution during the meeting with the direct supervisor, the student may seek resolution using the grievance process per Anoka-Ramsey procedure 3F.2/11.



ANOKA-RAMSEY
COMMUNITY COLLEGE
Student Complaint Form

Last Name _____ First Name _____ Student ID # _____

Street Address _____

City _____ State _____ Zip Code _____

Email address _____ Phone # _____

Complaint/grievance filed with _____

- **Describe the nature of the complaint/grievance.** Be factual – include names, dates, locations, etc. (Attach additional pages if necessary.)

- **Describe the actions you have taken to resolve the issue.**

- **Identify the resolution/actions requested.**

Signature _____ Date _____

*Submit complaint forms to:
Ravae Anderson, Educational Services – Coon Rapids Campus, C226
Complaint form will be routed to the appropriate College Administrator for review/resolution*

*******College Use Only*******

College Response:

Signature of College Official _____ Date _____

How to Communicate and Problem Solve

With Your Instructor

1. Identify the Issue

Prepare. Think it through. Write it out. Remove the emotion and focus on specifics. See things from your instructor's point of view. Tell yourself this is not about personalities. Your instructor wants you to do well and cares about your progress. If you assume otherwise, it is unlikely you will find a resolution. Effective communication examples include "I am not sure why I received the grade I did." "Can you explain again what you mean by..."

2. Make an Appointment

Faculty have office hours. Use them. Catching your instructor in the hall or after class does not provide your instructor with enough time to listen to your concern or offer a solution.

3. Be Assertive NOT Aggressive

There's a difference. Focus the conversation on your issue, not your anger. If you have prepared by writing your issue down, it will be easier to focus on the situation rather than emotion. Be patient. Choose your words carefully. You will find most people stay calmer and more able to focus on your issue if you set that tone. If you find yourself getting angry, try saying - "Excuse, me. I don't mean to sound angry, but this issue is important to me and I want to do well."

4. Adopt a Problem Solving/Cooperative Attitude

Let your instructor know you want to work with them to do better. Ask what help may be available or where you could find out more information. Tell your instructor what he/she already does that you find helpful.

5. Listen

Really listen. Don't interrupt. If your instructor is able to offer a solution or suggestion, repeat it back to make sure you understand.

6. Accept Responsibility

Let your instructor know you understand that as a student you are responsible for your own learning. Assure him/her you are willing to do the work and accept the consequences of your actions.

7. Offer Realistic Solutions

Prepare to offer a solution. When writing out your issue, also write your suggestions for improvement. Make sure you are open to new solutions if they emerge.

8. Clarify Outcome

Make sure you understand what is expected before you leave. Write it out. Read it back to your instructor. Set up time lines if appropriate.

THANK YOUR INSTRUCTOR FOR HIS/HER TIME!

Adapted from a handout prepared by Mark J. Felsheim, Ph. D.

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