

CONCERN/ COMPLAINT/ GRIEVANCE FORM

Massage Life Academy
1706 N Heritage Park Blvd #5, Layton UT 84041

One copy of this paper is for school records, another is for the student's personal records.

Student Name: _____ Date: _____
Program Enrolled: _____
Program Start Date: _____ Projected End Date: _____
Student Phone #: _____ Student Email: _____

- If your Concern, Complaint or Grievance is regarding a class, please list the name of the class and instructor: _____
- Are you currently taking the class? If not, when was it taken? _____
- If your Concern/Complaint/Grievance is regarding something other than a Class, please list the subject, department, or staff member that it concerns: _____
- Are you willing to resolve this issue through mediation? (circle one) **Yes** **No** **Maybe**

Types of Report/Definitions PLEASE SELECT ONE:

- *Concern:* A concern is something that relates to, is of importance or interest to or affects a student. If you have a concern, it is an informal method of communicating something to the school. If you have a concern, you simply want someone to know about it, but do not necessarily want someone to follow up with you. No meeting will be scheduled, but we may follow up with you.
- *Complaint:* A complaint is initially an oral claim by a student alleging improper, unfair, arbitrary or discriminatory treatment. The College may ask the student to submit the complaint and its details in writing for purposes of follow-up and required College record keeping. If you have a complaint, you would like the appropriate person to follow up with those involved. This includes contacting you, conducting an investigation, etc.
- *Grievance:* A grievance is a written claim raised by a student, alleging improper, unfair, arbitrary, or discriminatory action by an employee involving the application of a specific provision of a College rule/regulation or a board policy or procedure.

Please check the box that best describes the issue:

- Customer Service (phones, service, other)
- Discrimination/Sexual Harassment
- Employee-student communication
- Student to Student Harassment/Sexual Violence

- Grading (late/not returned)/Honesty
- Equipment (computers, etc.) or Facilities (building, etc.)
- Instructor and/or Quality of instruction
- Student Conduct
- Accommodations
- Other (specify) _____

On the lines below, please describe the issue in more detail: _____

Action taken so far to resolve the complaint/ issue: _____

What would you like to see as a result of this process? _____

Please list any witnesses with contact information if available and applicable: _____

PLEASE NOTE: It is violation of college policy to retaliate against a student for filing a concern, complaint or grievance.

Student Signature: _____ Date: _____

TO BE COMPLETED BY A COLLEGE ADMINSTRATOR

Date of initial investigation/informal meeting: _____

Findings:

Resolution/ Comments:

Massage Life Academy Representative Signature: _____

Date: _____