



Student Concern, Complaint or Grievance Form

Note to students: Whenever appropriate, a student should use informal means to have decisions and/or actions reconsidered before filing a complaint or grievance. No retaliation of any kind shall be taken against a student for participation in a complaint or grievance.

An * indicates required information

Student Information

Student Last Name:

Student First Name:

Middle Name:

* Preferred Email: (only needed if a response from HTC is desired)

* Preferred Phone: (only needed if a response from HTC is desired)

Star ID:

Tech ID:

Address 1:

Address 2:

City:

State:

Zip:

Program of Study:

*** Type of Report: (choose one)**

Concern

A concern is: sharing information about something that affects, interests, or worries a student that the institution should know about.

A concern is not: necessarily the beginning of a formal process or investigation. The college may follow up with the student if there are further questions, or if the student requests it.

Complaint

A complaint is: an informal claim alleging improper, unfair, or arbitrary treatment.

A complaint is not: disagreement with an administrative decision or the outcome of an appeal of that decision, unless it alleges improper, unfair or arbitrary treatment.

Grievance

A grievance is: a written, formal claim alleging improper, unfair or arbitrary action that violates a **specific** policy, procedure or practice of HTC or the MnSCU system.

A grievance is not: disagreement with an administrative decision or the outcome of an appeal of that decision, unless it alleges violation of a **specific** policy, procedure or practice of HTC or the MnSCU system.

If your Concern, Complaint or Grievance is regarding a class, please list the following information:

Class Title:

Instructor Name:

Are you currently taking this class?

Yes

No

If not, when did you take it?

If your Concern/Complaint/Grievance is regarding something other than a Class, please list the following information (if appropriate):

Department or Office:

Staff Member Name(s):

*** Please check the box that best describes the issue:**

Customer Service (including phone, email, or in-person interactions at HTC)

Employee to Student Conflict

Instructor and/or quality of instruction

Student to Student Conflict

Equipment or Facilities

Other (Please specify)

Notes:

Discrimination or Harassment: Complaints of discrimination against a protected class or sexual harassment should be reported directly to Student Affairs through the following form:

https://cm.maxient.com/reportingform.php?HennepinTC&layout_id=15

Appealing a Grade: Do not use this form to file complaints related to disputes about grades received. Use the HTC Grade Appeal process if you have a concern about a grade received:

https://www.hennepintech.edu/_documents/current-students/forms/Form-Grade%20Appeal.pdf

In order to respond to your concern, complaint or grievance, HTC is asking you to provide information, which may include private and/or confidential information under state and federal law. Although you are not legally required to provide the information HTC is requesting, the college may not be able to address your concern without it. With some exceptions, unless you consent to further release of private information, access to this information will be limited to college officials, including faculty who have legitimate educational interest in the information. Under certain circumstances, federal and state laws authorize release of private information without your consent.

*** Student Statement:**

Please describe the issue your are reporting:

- Make sure your statement includes all relevant details such as when and where the incident took place and who was involved.

What result would you like to see from this process?

Communication Notice: Information about your complaint and the process will be communicated to you at the email or phone number you indicated in this document.

Student Signature Please sign your name below:

Submit this form to:

Hennepin Technical College
Student Affairs
13100 College View Drive
Eden Prairie, MN 55347

Hennepin Technical College is an affirmative action, equal opportunity educator and employer. No person shall be discriminated against in the terms and conditions of employment, personnel practices, or access to and participation in, programs, services, and activities with regard to race, sex, color, creed, religion, age, national origin, disability, marital status, familial status, status with regard to public assistance, sexual orientation, gender identity, or gender expression. In addition, discrimination in employment based on membership or activity in a local commission as defined by law is prohibited.