

## Appendix K

### Student Complaint/Grievance Application

<b>STUDENT COMPLAINT/GRIEVANCE APPLICATION</b> MCUIEDCOM FORM 11296 (Rev. 2-13)		
Authority: Marine Corps University/Education Command Academic Regulations. Principal Purpose: Formal submission of complaints/grievances for student personnel. Routine Uses: To provide a record to facilitate personnel management actions and decisions; to serve as a data source for complaint/problem information and resolution efforts. Disclosure: Disclosure is voluntary. Failure to complete the requested items could result in delayed command action and/or an inaccurate/incomplete analysis of the complaint/problem.		
<b>STUDENT COMPLAINT PROCEDURES</b>		
Specific references, guidance and procedures for filing a student complaint are described in detail in <a href="#">Chapter 9</a> of the Academic Regulations. All students wishing to file a complaint should review its provisions. Additionally, all students may raise complaints under MCU policy utilizing this form, which outlines a three-step process for registering a formal complaint. These three steps ensure that the appropriate personnel will address the individual student complaints in a timely manner, and at the lowest possible level. Nothing in this policy precludes or limits the right to request mast at any time.		
<b>NOTE:</b> Students should attempt to resolve their complaint informally by meeting with the faculty advisor, instructor, or course director to attempt to resolve the issue at the lowest possible level of authority.		
1a. NAME:	1b. GRADE/RANK/TITLE:	1c. DATE:
1d. SCHOOL/COLLEGE:		
1e. SCHOOL YEAR:	1f. CONFERENCE GROUP:	
1i. I certify that I met with _____ on _____ to attempt to informally resolve my issue.		
FACULTY ADVISOR'S SIGNATURE/DATE _____		STUDENT SIGNATURE/DATE _____
<b>STEP 1:</b> If the issue cannot be resolved informally, the student has the option to submit a formal, written complaint to the deputy director of the school or college. This form shall be used for the submission of a formal complaint. The deputy director must meet with the student within three working days of receipt of the written complaint. At this point, the director will inform the MCU chief of staff that a formal complaint has been registered.		
2a. NATURE OF COMPLAINT/PROBLEM: (Give in as much detail as possible the basis of your complaint/problem; describe the incident(s)/behavior(s) and date(s) of the occurrence(s); the names of the individuals involved, witnesses and to whom it may have been previously reported. Include any other information relevant to your complaint/problem. Attach additional sheets and/or supporting documents as needed.)		
2b. REQUESTED REMEDY/OUTCOME: (Clearly state what assistance or complaint resolution you are seeking.)		
2c. AFFIDAVIT  I, _____, fully understand the statement made by me and certify that the statement is true. I make this formal complaint without threat of punishment and without coercion, unlawful influence, or unlawful inducement.		
		STUDENT SIGNATURE /DATE _____

2d. DEPUTY DIRECTOR: (Provide a detailed explanation of actions taken or attempted to resolve the complaint/problem.)

NAME, SIGNATURE/DATE

**STEP II:** If the student is dissatisfied with the resolution proposed by the deputy director, the formal complaint is forwarded to the educational program director within five working days of the conclusion of Step I. The director must meet with the student within three working days of receipt of the written complaint. If the issue involves the awarding of a grade, the decision of the director will be final.

3a. Student: (Initial the appropriate choice, sign and date.)

I am \_\_\_\_\_ satisfied with the resolution of the deputy director / \_\_\_\_\_ dissatisfied with the resolution and submit my complaint to the director.

(STUDENT SIGNATURE /DATE)

3b. DIRECTOR: (Provide a detailed explanation of actions taken or attempted to resolve the complaint/problem.)

NAME, SIGNATURE/DATE

**STEP III:** If the student is dissatisfied with the resolution proposed by the director, the formal complaint is forwarded to the Chief of Staff, Marine Corps University. This action may be taken if the student disagrees with the decision of the director or alleges serious abuse of discretionary authority. If at all possible the chief of staff will address the complaint within ten working days.

4a. Student: (Initial the appropriate choice, sign and date)

I \_\_\_\_\_ am satisfied with the resolution of the director / \_\_\_\_\_ disagree with the decision and wish to submit my complaint to the President, MCU.

\_\_\_\_\_ I allege serious abuse of discretionary authority.

(STUDENT SIGNATURE /DATE)

4b. CHIEF OF STAFF, MCU ACTION:

SIGNATURE/DATE

4c. Student Acknowledgement

I have been informed and acknowledge the chief of staff's action on my complaint. I understand that this acknowledgement does not necessarily constitute agreement with the action taken.

WITNESS' SIGNATURE/DATE

STUDENT SIGNATURE/DATE