

# COMPLAINT/ GRIEVANCE FORM



Today's Date: \_\_\_\_\_

Date of Incident: \_\_\_\_\_

**Bethany College encourages you to resolve issues on your own; however, if you cannot or have already tried unsuccessfully, please submit this form to start the complaint process. In order to submit, please complete this form and e-mail it to: [hr@bethanylb.edu](mailto:hr@bethanylb.edu) (preferred method) or complete and physically submit it to the Human Resources Director in Presser Hall.**

**Full Name:** \_\_\_\_\_ **Bethany College ID:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **Bethany College email:** \_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Cell #:** \_\_\_\_\_ **Bethany College ext. (employees only):** \_\_\_\_\_

Bethany College is asking you to provide information, which may include private and/or confidential information under state and federal law. Bethany College is asking for this information in order to address your concern. You are not legally required to provide the information requested; however, Bethany College may not be able to efficiently address your concern if you do not provide sufficient information. With some exceptions, unless you consent to further release of private information, access to this information will be limited to school 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. If the "Complaint/Grievance Form" indicates that the complaint or grievance is related to an issue involving Title IX or Equal Opportunity Employment, the form shall be immediately relinquished to the respective office, and the policies and procedures set for those situations will be followed.

**Please check the box that best describes the issue. If there are multiple issues, please complete separate forms for each complaint. \*\*\*GRADE APPEALS: Grade appeal procedures can be found in the Bethany College Catalog.**

- |  |   |
|--|---|
| Academic (Faculty/Academic program)      | Hazing  |
| Athletics/Athletic training              | Business Office   |
| Campus Security                          | Customer Service (hospitality, assistance, etc.)        |
| Community Relations                      | Discrimination/Sexual Harassment (Referred to Title IX) |
| Employment (Referred to Human Resources) | Equipment & Technology (computers, network, etc.)       |
| Financial Aid/Admissions                 | Housing/Residential Education                           |
| Student Organizations (Clubs, SGA, etc.) | Student Affairs (counseling, career development, etc.)  |
| Facilities (building, etc.)*             | Other (specify): _____                                  |

\* If this is a maintenance request, or you need something repaired, please submit a maintenance request by following the link on the left side of the page at <https://login.myschoolbuilding.com/msb?acctNum=4352873&productID=MD>

<https://bethanylb.on.spiceworks.com/portal/registrations>

**Types of Report/Definitions PLEASE SELECT ONE:**

**Complaint:** A complaint is an individual disagreeing with the actions of another individual or department.

**Grievance:** A grievance is an individual or department disagreeing with the application of a College policy by the institution or its representative.

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

Course title: \_\_\_\_\_ Instructor name: \_\_\_\_\_

Are you currently taking the course? \_\_\_\_\_ If not, when taken? \_\_\_\_\_

If your Complaint/Grievance is regarding something other than a course, please list the

Department or Office: \_\_\_\_\_ Staff Member Name(s): \_\_\_\_\_

Are you willing to resolve this issue through mediation? Yes OR No  
OR I would like more information about mediation

**Issue:**

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

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

**Communication Notice:** Information about your complaint and the process will be communicated **via Bethany College e-mail only**. By initialing here, you indicate that you understand this communication notice and will not hold Bethany College, its President, Officers, Staff, Faculty, or anyone affiliated with the school liable should you fail to follow through with additional requests because you do not check your e-mail. You also acknowledge that you do not hold the referenced parties responsible for communicating with you in any other way during this process. **(Initial Here)** \_\_\_\_\_

**Complainant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**PLEASE NOTE:** It is violation of college policy to retaliate against anyone for filing a complaint or grievance.

Bethany College will not discriminate against any person because of race, color, creed, religion, national origin, sex, disability, age, marital status, sexual orientation, or status with regard to public assistance or membership in a local commission. Bethany College prohibits sexual harassment and sexual violence.

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**FOR OFFICIAL USE ONLY**

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**Respondent Name:** \_\_\_\_\_ **Department:** \_\_\_\_\_

**Date of Response:** \_\_\_\_\_ **Date of Resolution:** \_\_\_\_\_

**Was this complaint/grievance resolved through mediation?** Yes OR No

What action(s) was/were taken to respond to this complaint/grievance?