

COMPLAINT FORM

Step 1: Informal Processes

LFGSM encourages students to make every effort to resolve their problems and concerns directly and informally with faculty members or other involved parties.

Step 2: Formal Complaint

If informal discussions between the involved parties do not result in a resolution of the problem, students may initiate the formal complaint by submitting a written complaint using the Complaint Form found on my.LFGSM.edu. The formal complaint must be submitted to Complaint@lfgsm.edu within **thirty business days** of the incident or concern. The School will review and discuss the formal complaint with the involved parties, individually and/or with all concerned parties as appropriate, and will inform the student of a decision within **fifteen days** of receiving the written complaint.

Step 3: Appeal of Complaint Decision

If the student is not satisfied with the School's decision, the student may submit complaint documentation to the Director of Faculty and Degree Programs or Chief Academic Officer for further review. The Director of Faculty and Degree Programs or Chief Academic Officer will review the complaint documentation and speak to the involved parties as appropriate, and will render a decision within **fifteen days** of receipt of the student's complaint documentation.

Please refer to the MBA Catalog for further details on this process.

1. Your Contact Information:

Name: _____ Student ID #: _____

Phone Number: _____ Email Address: _____

2. Please designate the area to where/whom your grievance is being filed:

| | | |
|----------------------------------|---|-------------------------------------|
| <input type="checkbox"/> Course | <input type="checkbox"/> Registrar | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Faculty | <input type="checkbox"/> Student Services | |
| <input type="checkbox"/> Finance | <input type="checkbox"/> Other _____ | |

3. Nature of the grievance: Include the date(s) of incident(s):

4. Name(s) of any witnesses – if applicable:

5. Desired Solution:

Student Signature

Date

Office USE:

Date Complaint Submitted: _____ Reviewed By: _____

Steps taken to resolve the complaint:

Date of Final Decision: _____ Date Student was Notified: _____

H:/degreeprograms/academic/registrar/complaintlog/complaintform