



Note: Informal resolution is encouraged but does not extend any deadlines in Policy FLD(LOCAL), except by mutual written consent.

STUDENT COMPLAINT FORM — LEVEL ONE

To file a formal complaint, please fill out this form completely and submit it by hand delivery, electronic communication, or U.S. mail to the appropriate administrator within the time established in Policy FLD(LOCAL). All complaints will be heard in accordance with Policies FLD(LEGAL) and FLD(LOCAL) or any exceptions outlined therein.

1. Name: _____

2. Address: _____

Telephone number: _____

E-mail address: _____

MC E-mail address: (required) _____

(All email communications will be through the student's MC email account.)

3. If you will be represented in presenting your complaint, please identify the person representing you.

Name: _____

Address: _____

Telephone number: _____

E-mail address: _____

4. Please describe the decision or circumstances causing your complaint (give specific factual details).

5. What was the date of the decision or circumstances causing your complaint?

6. Please explain how you have been harmed by this decision or circumstance.

7. Please describe any efforts you have made to resolve your concerns and the responses to your efforts. Please include dates of communication and whom you communicated with regarding your concerns.

8. Please describe the outcome or remedy you seek for this complaint.

Signature of complainant: _____

Signature of complainant's representative: _____

Date of filing: _____

Complainant, please note:

A complaint form that is incomplete in any material way may be dismissed, but may be refiled with all the required information if the refiling is within the designated time for filing a complaint.

Attach to this form any documents you believe will support the complaint; if unavailable when you submit this form, they may be presented no later than the Level One conference. Please keep a copy of the completed form and any supporting documentation for your records.



LEVEL TWO APPEAL NOTICE

To appeal a Level One decision, or the lack of a timely response after a Level One conference, please fill out this form completely and submit it by hand delivery, electronic communication, or U.S. mail to the Vice President of Student Services or Vice President of Instruction within the time established in Policy FLD(LOCAL). Appeals will be heard in accordance with Policies FLD(LEGAL) and FLD(LOCAL) or any exceptions outlined therein.

1. Name: _____

2. Address: _____

Telephone number: _____

MC E-mail address: (required) _____

(All email communications will be through the student's MC email account.)

3. If you will be represented in presenting your appeal, please identify the person representing you.

Name: _____

Address: _____

Telephone number: _____

E-mail address: _____

4. Who held the Level One conference? _____

Date of conference: _____

Date you received a response to the Level One conference: _____

5. Please explain specifically how you disagree with the outcome at Level One.

6. Attach a copy of your original Level One complaint and any documentation submitted at Level One.

7. Attach a copy of the Level One response being appealed, if applicable.

Signature of complainant: _____

Signature of complainant's representative: _____

Date of filing: _____

Complainant, please note:

A complaint or appeal form that is incomplete in any material way may be dismissed but may be refiled with all the required information if the refiling is within the designated time for filing a complaint or appeal.

Please keep a copy of the completed form and any supporting documentation for your records.



LEVEL THREE APPEAL NOTICE

To appeal a Level Two decision, or the lack of a timely response after a Level Two conference, please fill out this form completely and submit it by hand delivery, electronic communication, or U.S. mail to the College President or Designee within the time established in Policy FLD(LOCAL). Appeals will be heard in accordance with Policies FLD(LEGAL) and FLD(LOCAL) or any exceptions outlined therein.

1. Name: _____

2. Address: _____

Telephone number: _____

MC E-mail address: (required) _____

(All email communications will be through the student's MC email account.)

3. If you will be represented in presenting your appeal, please identify the person representing you.

Name: _____

Address: _____

Telephone number: _____

E-mail address: _____

4. Who held the Level Two conference? _____

Date of conference: _____

Date you received a response to the Level Two conference: _____

5. Please explain specifically how you disagree with the outcome at Level Two.

6. Attach a copy of your original Level Two complaint and any documentation submitted at Level Two.

7. Attach a copy of the Level Two response being appealed, if applicable.

Signature of complainant: _____

Signature of complainant's representative: _____

Date of filing: _____

Complainant, please note:

A complaint or appeal form that is incomplete in any material way may be dismissed but may be refiled with all the required information if the refiling is within the designated time for filing a complaint or appeal.

Please keep a copy of the completed form and any supporting documentation for your records.



LEVEL FOUR APPEAL NOTICE

To appeal a Level Three decision, or the lack of a timely response after a Level Three conference, please fill out this form completely and submit it by hand delivery, electronic communication, or U.S. mail to the College President or designee within the time established in Policy FLD(LOCAL). Appeals will be heard in accordance with Policies FLD(LEGAL) and (LOCAL) or any exceptions outlined therein.

1. Name: _____

2. Address: _____

Telephone number: _____

MC E-mail address: (required) _____

(All email communications will be through the student's MC email account.)

3. If you will be represented in presenting your appeal, please identify the person representing you.

Name: _____

Address: _____

Telephone number: _____

E-mail address: _____

4. Who held the Level Three conference? _____

Date of conference: _____

Date you received a response to the Level Three conference: _____

5. Please explain specifically how you disagree with the outcome at Level Three.

6. Do you want the Board to hear this appeal in open session? Yes No

If so, the Board will consider your request; however, you may not have a legal right under the Texas Open Meetings Act to require a meeting in open session.

7. Attach a copy of your original Level One complaint and any documentation submitted at Level One and a copy of your Level Two and Level Three appeal notices.

8. Attach a copy of the Level Three response being appealed, if applicable.

Signature of complainant: _____

Signature of complainant's representative: _____

Date of filing: _____

Complainant, please note:

A complaint or appeal form that is incomplete in any material way may be dismissed but may be refiled with all the required information if the refiling is within the designated time for filing a complaint or appeal.

Please keep a copy of the completed form and any supporting documentation for your records.