



Student Complaints and Grievances

Complaint Definition:

Lake Superior College Procedure 3.8.1: An oral or written claim concerning a college issue brought by a student alleging improper, unfair, or arbitrary treatment.

Grievance Definition:

Lake Superior College Procedure 3.8.1: A written claim raised by a student alleging improper, unfair, or arbitrary action by an employee involving the application of a specific provision of a college rule/regulation or a board policy or procedure. This policy does not apply to those college rules or regulations or to board policies or procedures that include an appeal or grievance process.

Name:

Star ID #:

Today's Date:

E-mail Address:

Street Address:

City:

State:

Zip:

LSC Program/Degree:

Have you already talked to someone at LSC about this issue?

Yes

No

If yes, who?

Have you previously submitted a complaint to LSC for this claim?

Yes

No

Please Respond to the Following: Use a separate sheet if necessary and attach any relevant documents.

1. Explain the issue that has prompted this.

2. Describe any steps you have already taken to resolve the issue.

3. What do you want LSC to do.

Return this form to the Vice President of Academic and Student Affairs or email complaints@lsc.edu

LSC will do its best to respond within ten (10) working days of your complaint being filed

Office Use Only

Date Received:

Assigned Administrator:

Date of Response:

Grievance Case:

Yes

No

Action Taken:

VP of Academic and Student Affairs Signature:

[Lake Superior College -- 2101 Trinity Road Duluth, MN 55811 \(218\) 733-7600 www.lsc.edu](http://www.lsc.edu)