

COMPLAINT FORM

No. _____

Nature of Complaint*	<input type="checkbox"/> Academic
	<input type="checkbox"/> Housing
	<input type="checkbox"/> Safety
	<input type="checkbox"/> Technology
	<input type="checkbox"/> GSU Personnel
	<input type="checkbox"/> Other _____
Date(s) of Incident(s)*	
First Name*	
Last Name*	
Street Address*	
City*	
State*	
Zip Code*	
Email Address*	
Telephone*	
Cell Phone*	
Summary:	

***Required Field**

COMPLAINT PROTOCOL

Grambling State University is committed to a policy of fair treatment of all in relationships with fellow students, faculty, staff, administrators and other constituents. Everyone is encouraged to seek an informal resolution of the matter directly with the individual(s) involved, when possible. For matters where a resolution is not feasible, a Complaint Form can be completed and filed with the **Title IX/EEO Office located in Suite 127 of Brown Hall.**

Procedure for Complaints

Students, faculty, staff, administrators and other constituents may obtain a Complaint Form from the Title IX/EEO Office. This form is also available online at www.gram.edu. Upon completion, the form is filed in the Title IX/EEO Office. The complaint is logged, assigned a number and forwarded to the respective Vice President who then forwards it to the appropriate Dean or Director for investigation. The Dean/Director will investigate the complaint and submit the Complaint Resolution Form to the Vice President of the respective area. Action response dates by responsible parties are recorded as well as the name of specific responding staff member are noted on the form. Upon resolution, the Complaint Resolution Form is returned to the Title IX/EEO Office who forwards the decision to the complainant. The following are some examples of the various types of complaints that may be filed:

Example 1: If the complaint is against a student for violation of the Student Code of Conduct, the complaint is forwarded to the Office of Student Judicial Affairs.

Example 2: If the complaint alleges discrimination based on race, color, sex, religion, national origin, age, and/or disability, the complaint is forwarded to the Title IX/EEO Office.

Example 3: If the subject matter is residential halls, the complaint is forwarded to the Director of Residential Life.

Example 4: If the subject matter is an academic complaint, the complaint is forwarded to the Office of the Vice President for Academic Affairs.

Example 5: If the subject matter is student billing, the complaint is forwarded to the Office of Student Accounts.

Other pertinent information is published on the website.

Filing Complaints

The person filing the complaint will obtain a copy of the Complaint Form. The Complaint Form is completed and hand delivered or emailed to the Title IX/EEO Office (crawfordb@gram.edu) by the complainant. Upon receipt of the complaint, the form is reviewed and forwarded to the appropriate office based on the subject matter. **The complaint then follows the aforementioned protocol established in each specific area.**

COMPLAINT RESOLUTION FORM

Complaint No. _____

This section to be completed by Complainant

Name of Complainant:

Nature of Complaint:

Desired Resolution:

This section to be completed by University Official

University Personnel Responsible for Complaint Review:

Complainant Notification Date:

Complaint Resolution:

Printed Name of University Personnel:

Signature of University Personnel: