



The National Institute for Trauma and Loss in Children
 13725 Starr Commonwealth Road, Albion, MI 49224
TLC@starrtraining.org | www.starr.org/tlc

The National Institute for Trauma and Loss in Children (TLC) will make every attempt to resolve any student complaint that is not frivolous or without merit. The following procedure outlines the specific steps of the complaint process.

1. The student should register the complaint in writing on the designated form provided by TLC within 60 days of the date that the act, which is the subject of the grievance, occurred.
2. The complaint form will be given to the TLC Director.
3. The complaint will be reviewed by management and a response will be sent in writing to the student within 30 days of receiving the complaint. The initial response may not provide for final resolution of the problem but will notify the student of continued investigation and/or actions being taken regarding the complaint.
4. If the complaint is of such nature that it cannot be resolved by the management, it will be referred to an appropriate agency if applicable.
5. Depending on the extent and nature of the complaint, interviews with appropriate staff and other students may be necessary to reach a final resolution of the complaint.

SAMPLE STUDENT GRIEVANCE FORM

NAME _____

ADDRESS _____

TELEPHONE _____ EMAIL ADDRESS _____

1. Please provide a one or two sentence description of your complaint.

2. Please describe the nature of your complaint in full detail indicating what happened, when the event occurred and who was involved. If additional space is needed, use the reverse side.

3. Indicate when and with whom you have already spoken regarding this grievance and what attempts have been made toward resolution.

4. Indicate what specific resolution you are seeking or recommending.

I hereby certify that the statements made pertaining to my complaint are truthful and accurate.

Signature of Complainant

Date