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