



**Dillard University**  
**Division of Enrollment Management**  
**Grievance Form**

Students are encouraged to resolve grievances (or complaints) at the appropriate level of dispute; however, should this approach fail or be inappropriate, students may submit written grievance through the form below. All pertinent information should be listed including date, time, location, parties involved, witnesses, any attempts to resolve grievances and desired resolution.

Grievances must be made in writing and submitted through this form. Emails are acceptable and will accompany this document for record keeping purposes. Once received, the grievance will be forwarded to the appropriate Director or the Vice President for review, and the filer will receive an e-mailed response within five business days indicating a resolution or a status.

If the grievance is not resolved by the staff person, the student should appeal to the director of the person, against whom the grievance is being made. If the grievance is resolved with this person, no further action is needed but, a record of the grievance and its resolution should be sent to the next lines of authority for record keeping. If the grievance is still not resolved, the same procedure may be used to appeal to the next line of authority. If the matter remains unresolved, the grievance may be appealed to the divisional Vice President, whose decision is final. At each line of authority, the form is signed and moved to the next level by all involved in the grievance process.

This form is to be used for all instances, whether by a person or as a result of a situation or event that occurs by a staff member or an event within the Division of Enrollment Management (Evening Program, Financial Aid & Scholarships, Records and Registration, and Recruitment, Admissions and Programming).

Date and time of grievance \_\_\_\_\_

Student Name \_\_\_\_\_ SID \_\_\_\_\_

Classification \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Please select the office(s) in which the issue occurred (please check all that apply):

- |   |  |
|---|--|
| <input type="checkbox"/> Evening Program          | <input type="checkbox"/> Financial Aid and Scholarships          |
| <input type="checkbox"/> Records and Registration | <input type="checkbox"/> Recruitment, Admissions and Programming |

Please indicate the name of the person (or office) to which the grievance is being made.

Write a brief statement explaining the nature of your grievance, including any prior actions (use additional sheets if necessary):

Attach any documents that support your grievance (list them here and attach copies).

If there were witnesses, please list below.

What is the desired resolution you are seeking for this grievance?

Your Signature: \_\_\_\_\_ Date: \_\_\_\_\_

First Respondent's Name: \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Brief Description of Action Taken:

Vice President's Name: \_\_\_\_\_

(only if needed)

Title: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Brief Description of Action Taken: