



HORIZON UNIVERSITY

Student Complaint Procedure Form

2040 S. Brea Canyon Rd. #100, Diamond Bar, CA 91765 Phone: 909-895-7138 Fax: 909-895-7143

To be Completed by the Student:

(Please note that a discussion with your immediate student service advisor should take place prior to completing this form)

Student Name: _____

Phone #/Email address: _____ / _____

Program Title: _____

Student service advisor: _____

Complaint/Grievance Information

Retaliation against an individual filing a grievance is strictly prohibited and constitutes a violation of University policy, which may result in disciplinary action, including dismissal/expulsion.

Date of Incident: _____

Name of individual and/or department against whom the complaint/grievance is filed:

Please describe your complaint. *(Include specific details—i.e., who, what, etc.). Attach separate sheet if necessary:*

Students are encouraged to discuss their concerns and complaints through informal conferences with student service advisor. Have you made an attempt to resolve this complaint or grievance with the individual and/or department involved? Yes No
If yes, describe the outcome: (Attach any additional comments, if necessary):

Student Signature _____ Date _____

For Office Use Only

Step 1: 1st Level Corrective Action

Date Complaint Received: _____

Student service advisor: _____

Corrective Action Taken:

Date Decision Sent to the Student: _____

Step 2: 2nd Level Corrective Action

Date Complaint Received: _____

Student service advisor: _____

Corrective Action Taken:

Date Decision Sent to the Employee: _____

Step 3: 3rd Level Corrective Action

Date Complaint Received: _____

Student service advisor: _____

Corrective Action Taken:

Date Decision Sent to the Student: _____