



Complaint, Dispute and Grievance form

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Any student who has a complaint, dispute or grievance with a class, class content, instructor, or the Training center should take the following steps:

1. Start with addressing the instructor directly on the issue. If the issue cannot be resolved, the student should then proceed to the next step.
2. Fill out a complaint form and turn it into the Director of Training. The form can be obtained at the front desk and submitted to the Director of Training via the front desk personnel. Students may also note the complaint on the instructor and course evaluation form.
3. The Director of Training will review the complaint and seek a resolution or determine an action plan to address the situation. If escalation is necessary, the student should then proceed to the next step.
4. Submit the written complaint to the Executive Director of the Division of Housing and Community Development. 1385 South State Street, 4th floor. Salt Lake City, Utah 84115
5. The complaint will be reviewed and a written response will be issued within 30 days.
6. The response may be appealed. Appeals may be requested by writing to the Executive Director of the Division of Housing and Community Development.

