

Instructions for Completing SVHEC Complaint/Grievance Form

1. Complete all fields in the SVHEC Training Program Participant Complaint/Grievance Form (www.svhec.org/svhec-policies).
2. Attach a statement describing the nature of the complaint. The statement should include a description of the events or circumstances upon which the complaint is based. All supporting documentation for your complaint must accompany the statement. Specify any pertinent dates, staff you dealt with, monies owed, balances due, etc.
3. Submit completed SVHEC Training Program Participant Complaint/Grievance Form to the Program Coordinator, Learner Success and Engagement If you prefer to mail this form to Southern Virginia Higher Education Center the address is listed below.

Southern Virginia Higher Education Center
Program Coordinator, Learner Success and Engagement
820 Bruce Street
South Boston, VA 24592

SVHEC Training Program Participant Complaint/Grievance Form

Please check the training program about which you have a complaint or grievance:

- Industrial Maintenance/Mechatronics
- Precision Machining
- Welding
- IT Academy
- Work Ready Foundations
- Other Program (provide name of program here: _____)

PARTICIPANT INFORMATION *(fill in all fields below)*

Full Name			
Mailing Address			
City		State	Zip
Home Phone	Work Phone	Cell Phone	
Email Address			
How do you prefer to be contacted: <input type="checkbox"/> Home Phone <input type="checkbox"/> Work Phone <input type="checkbox"/> Cell Phone <input type="checkbox"/> Email			

TRAINING FACILITY INFORMATION

Training Facility Name		
Training Facility Address		
Training Facility City		State Zip

COMPLAINT/GRIEVANCE INFORMATION

Did you follow the Southern Virginia Higher Education Center’s complaint/grievance process as described in <i>Process for Complaint Pertaining to SVHEC Training Programs</i> (www.svhec.org/svhec-policies/) to resolve your complaint with the institution? <input type="checkbox"/> Yes <input type="checkbox"/> No If you checked “Yes” above, who did you contact? <i>(List all names and titles)</i>
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STATEMENT OF COMPLAINT/GRIEVANCE

Please attach a statement to this form describing the nature of the complaint or grievance. The statement should include a description of the events or circumstances upon which the complaint or grievance is based and all supporting documentation for your complaint or grievance must be attached. Specify any pertinent dates, staff you dealt with, monies owed, balances due, etc.

The information you provide will be used in an effort to resolve your complaint or grievance and will be shared with the SVHEC complaint/grievance Committee, leadership team, and possibly others to reach a possible resolution to your complaint.

Signature: _____ **Date:** _____

Please complete and submit Complaint/Grievance Form to the Workforce Training Resource Specialist. If you prefer to mail this form to Southern Virginia Higher Education Center, the address is listed below.

Southern Virginia Higher Education Center
Workforce Training Resources Specialist
820 Bruce Street
South Boston, VA 24592