

Complaint Process: Each step of this process should be completed in order to ensure a fair opportunity to resolve the issue.

1. Try to resolve the problem with the person in question.
2. If that does not result in a resolution, a staff member such as team leader should be notified of the issue and that staff member, administrator or counselor may mediate a meeting to resolve the conflict.
3. If that does not result in a resolution, complete the *Complaint Form* and file it with the Executive Director. This may lead to an investigation of the matter at hand.
4. If a satisfactory resolution is not reached, the matter will be forwarded to the ATI Board.

If the grievance concerns the Executive Director or if issue was not satisfactorily resolved through step 4, mail form or letter to the ATI board:

**P.O. Box 1560
Phoenix, OR 97535**

Armadillo Technical Institute Complaint Form

Name of person filing complaint (Please Print): _____

Address: _____ **Phone:** _____

Description of problem: (Use back, if needed)

Have these steps of the grievance process been completed? (Please check)

_____ Issue is taken to the person/people involved in order to solve the problem together

_____ An ATI staff member (team leader of students involved, Assistant or Executive Director) have been notified of the conflict

_____ The parties involved have participated in mediation

If not, please explain:

Complainant's Signature: _____ **Date:** _____