



NOT TO BE USED FOR
GRADE CHANGES

STUDENT CONFLICT RESOLUTION FORM

1. Student picks up form from the Department Chair's office.
2. Student must **complete** and **submit** form to the department office.
3. Department Chair will contact the student within two (2) working days (M-F).
4. If necessary, a meeting with the department chair, instructor, and the student will be scheduled to discuss the issue. The department chair will schedule and convene the meeting. ***If issue is resolved, no further action is taken.***
5. If issue remains unresolved, the matter is then forwarded to the Ombudsperson. Within seven (7) business days, the student will be contacted by the Ombudsperson toward setting up a meeting with the student, the department chair and the instructor to resolve the issue.

Student Name: _____ Student ID Number _____

Student Contact Number: _____ Semester: _____ Year: _____

Section #: _____ Class Title: _____

Email address (if available): _____

Instructor Name: _____

State your concern (If additional pages are required, please attach):

Student signature _____ Date _____

Please note: Signature does not mean that you agree with the decision.
(over)

Student/Instructor Conflict Resolution Quick Reference Flow Chart

Incident	Referred to	Appropriate Documents for Action
Student Complaint: Issue regarding student-to-instructor conflict within the classroom; for example: a) Disagreement with <u>current</u> grades received within course. b) Student has not received a syllabus for the course.	- Department Chair of the area for resolution. - If issue is not resolved, process moves to area Dean of Academic Affairs - If student issue is still not resolved, copies of the written complaint are given to the student and the original copies with appropriate signatures are forwarded to the Campus Ombudsperson	Student Conflict Resolution form should be completed and the appropriate signatures must be present prior to the meeting with the Ombudsperson
Student complaints regarding <u>final</u> grade received in course.	- You confer with instructor. There is no need to complete a Conflict Resolution form. - If an agreement cannot be reached, student must go to Admission & Records to complete a "Petition for Grade Change" form. - Campus Ombudsperson-Building E5; Room 532, Office of the VPSS	Admissions & Records staff forwards completed form to instructor of record for required action and processing. If petition is denied by instructor, you may submit an AP5530-1 Statement of Grievance . This form is available on line and under the Final Grade Grievance Procedures link of the LATTC Website The Campus Ombudsperson can assist with this
Discrimination or Harassment issues	Referral to LACCD ODEIA	

(This section to be completed by Department Chair)

☐ After the meeting, the issue was resolved. How was the issue resolved? (**Documentation stays within the Department**).

☐ After the meeting, the issue **was not** resolved. **Department Chair** explains why issue remains unresolved and forwards form to the Ombudsman.

Instructor signature (not required) _____ Date _____

Department Chair signature _____ Date _____

☐ Received by Ombudsman Date _____