

## Formal Grievance Form

The Continuing Education Department at Family Outreach Center, Inc. is dedicated to providing quality training to professionals in the community. Participants who are not satisfied with the training received, facilities, accommodations, procedures, or have other concerns with the department may file a complaint or grievance by completing this form. For a copy of the agency's official policies/procedures regarding complaints/grievances, please contact the training department.

### SECTION I: COMPLAINANT INFORMATION

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Agency: \_\_\_\_\_ Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
Number/Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_  
Email: \_\_\_\_\_

### SECTION II: COMPLAINT/GRIEVANCE DETAILS

Name of Course: \_\_\_\_\_  
Date of Course: \_\_\_\_\_  
Type of Grievance:  Refund request (whole or partial)  
 Complaint about course content  
 Complaint about facilities  
 Complaint about non-receipt of certificates  
 Complaint about ADA requests/accommodations  
 Complaint about miscellaneous occurrences  
Description of Grievance: *(please provide a detailed description of the incident, including any supporting evidence)*

### SECTION III: REQUESTED TYPE OF RESOLUTION

*(Requesting a specific resolution does not guarantee that resolution will be approved. Resolutions are determined by the Social Work Consultant and other agency personnel as outlined in the Grievance Policies & Procedures.)*

Type of Resolution  Refund or partial refund  
 Changes made to promotional materials and/or course description  
 Replacing the trainer/presenter for the course  
 Replacing the monitor of the course for the future  
 Issue a replacement certificate  
 Issue an original certificate  
 Changes to policy/procedures for the continuing education department  
 Changing the venue of the course  
 Completing maintenance and/or physical changes to the facility  
 Other changes *(describe below)*  
Description of Resolution: *(please provide a detailed description of the resolution requested)*

Please submit this form via email ([training@focgr.org](mailto:training@focgr.org)) or fax (616-245-0450, Attention: Training department). Formal complaints/grievances will be logged and initial response regarding receipt of complaint/grievance will be sent within 7 business days. If you do not receive a response, please contact the department at [training@focgr.org](mailto:training@focgr.org) or by calling 616-247-3815.