Guidelines for Complaints/Grievances

Physical barriers:

Anyone who encounters a barrier on our campus is encouraged to report the barrier as soon as possible by contacting the Office of Disability Services located at the Donaldson Campus or any available maintenance staff after office hours. A report form can also be completed online at http://umhelena.edu/disability/reportbarriers.aspx. Completing a Barrier Report Form does not constitute a formal complaint; however, the institution will attempt to resolve the situation in a timely manner, and most situations can be effectively addressed in this manner.

Complaints regarding discrimination:

Students wishing to file a formal complaint with regard to discrimination on the basis of a disability must be registered as an individual with a disability with the Director of Disability Services, and must provide all required documentation to substantiate their disabled status. Formal complaints regarding discrimination, if not otherwise resolved, should be filed with the Personnel Specialist Office located at the Donaldson Campus. At any time prior to, during, or following the filing of a formal disability discrimination complaint, students are entitled to contact external civil rights organizations such as the Montana Human Rights Division, PO Box 1728, Helena, MT 59624-1728 or the Office of Civil Rights, U.S. Department of Education, 915 Second Avenue, Room 3310, Seattle, WA 98174-1099.

Complaints not related to discrimination:

Students who wish to express dissatisfaction with the performance of a college employee or a college procedure have the right to have their complaint heard in a logical and orderly manner. When possible a student should attempt to resolve a complaint by first directing it to the attention of the individual(s) involved or responsible. The college has identified specific procedures for various types of complaints, as outlined in the Student Handbook.

Students are advised to consult with the Assistant Dean of Student Affairs or designee for advice in proceeding with a complaint. The Assistant Dean of Student Affairs or designee may act as an advocate who will assist the student in the completion of the appropriate complaint procedure. A student may waive the right to an advocate.