

## STUDENT GRIEVANCE FORM

Dear ELI student,

We, the faculty, staff, and administration of The University of Alabama (UA) English Language Institute (ELI) constantly strive to do our best to provide you with the best possible instruction and environment for you to meet your educational goals. Even so, however, we recognize that at times we may fall short of your expectations and that unintended problems may occur. When this happens, we appreciate your patience and your assistance and invite you to make an appointment to talk with us about your problem. The ELI director or one of the ELI administrators will be happy to discuss your situation with you.

However, if you have a serious problem or concern regarding the English Language Institute and would like to file a formal grievance in writing, please use this form to explain your complaint. Once your formal grievance is received and reviewed, you will receive a written response and an invitation to discuss the matter further with the ELI director.

Thank you. I pledge that we will listen to your grievance and try our best to respond fairly and appropriately.

Sincerely,



Amy Taylor  
ELI Director

***Please state your grievance and any accompanying comments you would like to make below. If you need more space, please attach another sheet of paper. Please type or print clearly.***

Your name: \_\_\_\_\_ Student number: \_\_\_\_\_

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Signature

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Date