Indoor Climate Research & Training
Student Grievance Policy

Any student who has a grievance or complaint regarding a class, class content, trainer, or the facility is asked to comply with the following procedure.

1) Address your complaint directly to the trainer. If the issue cannot be resolved, the student may proceed to the next option.

2) Fill out a complaint form and turn it into the Indoor Climate Research & Training (ICRT) Coordinator. The form can be obtained at the ICRT facility and submitted directly, mailed, or emailed to the Coordinator. A student may also note the complaint on the student evaluation form.

3) The ICRT Coordinator will review the complaint and seek a resolution or determine an action plan to address the situation. The Coordinator is bound by the University of Illinois policies and procedures and may contact one of the resource offices on the Urbana campus for assistance, depending upon the nature of the complaint. If escalation is necessary, the student may proceed to the next option.

4) Submit the written complaint to the Community Action Agency for which the student works. The complaint will be reviewed for resolution and addressed accordingly.

5) Contact the Illinois Department of Commerce & Economic Opportunity in Springfield, IL via phone, mail or email at ceo.urbanweath@illinois.gov.

6) The response to a grievance or complaint may be appealed. Appeals may be requested in writing to the Indoor Climate Research & Training Coordinator who has 30 days in which to respond.