

DIVERSE TRADE RESOURCES LLC

Student Grievance Form

INSTITUTION INFORMATION

Institution Name: Diverse Trade Resources LLC

Address: 2859 Westside Drive, Pasadena, Texas, 77502

Phone: 346-552-6764

Website: www.dtr-training.com

STUDENT INFORMATION

Student Name (Print):

Student ID Number: _____

Program of Study:

Date of Enrollment: _____

Current Status: ☐ Current Student ☐ Former Student ☐ Other: _____

Student Email:

Student Phone Number:

GRIEVANCE DETAILS

Nature of Grievance

Describe your grievance in detail. Include specific incidents, dates, times, locations, and the names of individuals involved. Please be clear and concise.

Policy or Procedure Allegedly Violated

Identify which institutional policy, procedure, or program guideline you believe was violated (if applicable):

Individuals Involved**Primary Contact (Person involved in grievance):**

Name: _____ Title/Position:

Department: _____ Contact Information:

Witnesses (individuals with knowledge of the incident):

Name 1: _____ Contact:

Name 2: _____ Contact:

Name 3: _____ Contact:

Date(s) of Incident

Initial Occurrence: _____

Most Recent Incident: _____

Previous Resolution Attempts

Describe any steps you have already taken to resolve this grievance, including conversations with staff, faculty, or administrators:

Date of Initial Discussion: _____

Outcome of Previous Attempts:

Desired Resolution

Explain what outcome or resolution you are seeking:

Supporting Documentation

Please attach copies of any relevant documents, emails, receipts, or other evidence that support your grievance:

- ☐ Email correspondence attached
- ☐ Written communication attached
- ☐ Photos or other visual evidence attached
- ☐ Other documentation attached (describe): _____

GRIEVANCE PROCESS ACKNOWLEDGMENT

I acknowledge that I have reviewed and understand the Grievance Process outlined in the Diverse Trade Resources LLC Student Handbook:

Key Process Steps:

1. **Initial Resolution:** Direct discussion with the faculty or staff member involved (attempted)
2. **Formal Submission:** Submission of this written Grievance Form
3. **Management Review:** Response within five (5) working days
4. **Escalation (if needed):** Review by Executive Director within five (5) working days
5. **External Resolution (if needed):** Contact accrediting bodies or regulatory agencies

Important Information:

- ☐ I understand that all grievances will be handled with confidentiality and impartiality
- ☐ I understand that I am protected from discrimination or reprisal for filing a grievance
- ☐ I understand that timely communication will be provided throughout this process
- ☐ I understand that this form should be submitted within a reasonable timeframe after the incident occurs

SUBMISSION INFORMATION

How to Submit This Form

This grievance form may be submitted by:

- **Email:** cprados.dtr.training@gmail.com
- **Hand Delivery:** Office Location, 2859 Westside Drive, Pasadena, Texas 77583
- **Mail:** Diverse Trade Resources LLC, 2859 Westside Drive, Pasadena, Texas 77583

Submission Date

Date Form Submitted: _____

Submitted By: _____ **Signature:** _____

INSTITUTIONAL USE ONLY

Initial Receipt and Processing

Form Received By: _____

Date Received: _____

Time Received: _____

Form Assigned ID Number: _____

Assigned to (Administrator): _____

Initial Review

Date of Initial Review: _____

Review Completed By: _____

Initial Decision/Actions Taken:

Written Response Provided to Student: ☐ Yes ☐ No

Date Response Provided: _____

Method of Communication: ☐ Email ☐ Phone ☐ In Person ☐ Mail

Management Review Notes

Escalation (if applicable)

Date Escalated to Executive Director: _____

Reason for Escalation: _____

Executive Director Review Date: _____

Executive Director Decision:

Resolution Summary

Date of Final Resolution: _____

Final Outcome: _____

Remedial Actions Implemented:

Reviewed By: _____ **Signature:** _____

Title: _____ **Date:** _____

POLICY STATEMENT REFERENCE

Grievance Policy Overview

Diverse Trade Resources LLC is committed to providing a supportive environment where student concerns and grievances are addressed promptly, fairly, and transparently. All students are informed of the following grievance process upon enrollment, and the policy is published in the student handbook and accessible online.

Key Principles

- **Confidentiality and Impartiality:** All grievances are reviewed objectively and with appropriate confidentiality protections
- **Protection from Reprisal:** Students are protected from discrimination or retaliation for filing a grievance
- **Timeliness:** All reviews and responses occur within specified timeframes to ensure prompt resolution
- **Transparency:** Students are kept informed of process status and outcomes

For additional information regarding this grievance procedure or the institutional policies referenced, contact the Office of Student Services or the Director of Operations.

Document Version: 1.0

Last Updated: November 2025

Next Review Date: November 2025