If a student is dissatisfied with the response or the solution after completing Step Two of the Complaint Procedure process, the student may elevate the process by addressing the complaint or concern in writing to the ROP Senior Director. After the written complaint or concern has been submitted to the ROP Senior Director, the Senior Director has five (5) days to review the matter and provide the student with a decision.

1. Describe the nature of the complaint or concern and alleged violation(s):

2. Describe the steps the student has taken in attempting to resolve the matter:

3. State what is requested to resolve the complaint: