

Complaint and Grievance Annual Notice

Northland Community and Technical College (NCTC) is part of the Minnesota State Colleges and Universities (Minnesota State system) of public two and four year institutions of higher education designated by Minnesota Statutes Chapter 136F and governed by the Board of Trustees of the Minnesota State Colleges and Universities. NCTC is accredited by the Higher Learning Commission of the North Central Association of Colleges and Schools (HLC). If you wish to file a complaint about the college with the HLC, you may do so by contacting:

Higher Learning Commission
230 S. LaSalle St., Suite 7-500
Chicago, IL 60604-1413

Northland Community and Technical College (NCTC) takes student complaints and grievances seriously. If you have a complaint about NCTC we encourage you to utilize NCTC's Student Complaint and Grievance Process per Board Policy 3.8 and System Procedure 3.8.1. If your grievance involves a Board Policy, the actions of NCTC's President, an issue of institutional or program quality such as an institution's compliance with the standards of an accrediting or licensing agency or a claim of consumer fraud or deceptive trade practices you may appeal to the Office of the Chancellor pursuant to the Board Policy 3.8 and System Procedure 3.8.1. The contact information for the office of the Chancellor is:

Academic and Student Affairs
Office of the Chancellor
Wells Fargo Place
30 7th St. E., Suite 350
St. Paul, MN 55101-7804

This process does not apply to other complaints and grievances subject to different procedures specified in board, college, or university policies or procedures, or other regulations, including:

- a. Academic grade disputes. Grade appeals must be handled under NCTC's academic policy 3430.
- b. Student complaints regarding discrimination or harassment are subject to Board Policy 1B.1 and System Procedure 1B.1.1, and filed with the institution's designated officer as identified in NCTC's procedure 1020P.