

NORTHLAND COMMUNITY AND TECHNICAL COLLEGE

1085P INSTITUTIONAL RECORD OF STUDENT COMPLAINTS PROCEDURE

1. Students with complaints about any aspect of academic programs may take those complaints to the appropriate Academic Dean.
2. Students with complaints about any aspect of non-academic programs may take those complaints to the Dean of Student Affairs.
3. College employees that receive a signed, written student complaint regarding any aspect of academic and/or non-academic programs will send a record of the complaint along with the resolution to the Vice President of Academic Affairs and Student Services Office. Actual complaint and supporting documents will remain in the affected office.
4. The Vice President of Academic Affairs and Student Services Office will establish a method of logging formal signed, written student complaints and resolutions that have been filed with a College Administrator.
5. The log will include:
 - The date the complaint was first submitted to the appropriate officer.
 - Nature of the complaint (e.g. grade dispute, allegation of sexual harassment, etc.).
 - The steps taken by the institution to resolve the complaint.
 - The institution's final decision regarding the complaint, including referral to outside agencies.
 - Any other external actions initiated by the student to resolve the complaint, if known to the institution (e.g. lawsuit, EEOC investigation, etc.).
6. The log will only be used to track current and recent student complaints, not parents, employees, etc., even if the complaint relates to a student.
7. Individual students' identities and names will not be included on the log and will not be shared.
8. A written and signed student complaint includes complaints received by email or fax as long as the address and/or phone number and the name of the complainant are included.

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