

OTHER STUDENT COMPLAINTS

I. Procedure

- A. All student resolution processes regardless of the nature of the concern include the following rights:
- All students may have an advisor, of their choosing and at their own expense, accompany them during any part of the resolution process.
 - Western Dakota Technical College (WDTC) will make appropriate arrangements to ensure that persons requiring accommodations are provided those accommodations, as needed, to participate in the resolution process. Such arrangements may include, but are not limited to, providing interpreters for hearing impaired, providing recordings of material for visually impaired, or assuring a barrier-free location for the proceedings. The Director of Student Success is responsible for such arrangements.
 - WDTC will not retaliate against anyone who files a concern/complaint/grievance or cooperates in the investigation of a concern/complaint/grievance. Any action by a member of the WDTC community to penalize, intimidate, harass, or take adverse action against a person who reports or participates in the investigation of a concern/complaint/ grievance is prohibited. Retaliation may be found even when the underlying report does not constitute a concern/complaint/grievance.
- B. WDTC works to protect the rights of all students. WDTC is committed to providing a safe environment that promotes intellectual growth and personal development. Students should be afforded the right to an environment free of unfair or improper action by any other member of the WDTC academic community as described in the Student Rights and Responsibilities section.

The following resolution process will be used for complaints brought forth by students against a member of the WDTC community if the complaint is not covered by other established resolution processes. It should be noted that students hold a responsibility for complying with all WDTC policies and procedures and the requirements of individual courses as outlined on the course syllabus provided by each instructor. WDTC uses the preponderance of evidence standard.

Informal Resolution

WDTC faculty and staff strive to resolve complaints at the lowest possible level, as appropriate. Any WDTC student who feels their rights have been violated should first attempt to resolve the matter with the individual involved within 15 working days of the alleged incident. The student may contact a Student Success Coach for assistance with Informal Resolution and meeting facilitation.

If the student feels that the complaint has not been resolved at the informal level, the student may file for a formal resolution.

Formal Resolution

1. Within 10 working days of the completion of the Informal Resolution process, the student must submit a formal complaint to the Director of Student Success or designated representative.
2. The Director of Student Success or designated representative will work with the appropriate Vice President (VP), within 10 working days of receiving the formal complaint, to request a response from the person with whom the complaint is made. That person should respond within 10 working days. Failure to respond will not stop the resolution process.
3. The appropriate VP will review all submitted material, conduct further investigation if deemed needed, and, within 15 working days, communicate a decision for resolution to the parties involved via the student's WDTC email account with a follow-up letter sent to the permanent address on file.
4. Maximum time limits may be extended at the discretion of the VP.

Appeal

Should the student feel the resolution reached by the VP to be unsatisfactory, the student must submit a written appeal within 10 working days of the formal resolution to the Director of Student Success to deliver to a VP who was not involved in the formal resolution process. That VP will review the appeal. The VP will issue a decision within 10 working days of the appeal. All appeal decisions are final.

II. Definitions - None

Legal References: None

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