

PUBLIC COMMENTS AND COMPLAINTS

I. Purpose

Western Dakota Tech (WDT) values the public's feedback regarding the College's performance.

II. General Statement of Policy

A. This policy and related procedures and exhibits provide the process for members of the public to file comments and complaints. Internal constituencies of students and employees should file complaints and comments through the established methods described in student, program, and employee handbooks and in other policies and procedures.

WDT will respond to comments and complaints as described in the procedures related to this policy. College officials will use comments, complaints, and their resolutions to consider improvements to processes and operations.

B. It shall be a violation of this policy if public comments and complaints are not processed in the manner provided by this policy and its related procedures and exhibits.

III. Definitions

A. Comment – a negative statement about the performance of WDT

B. Complaint – a charge of a compliance or accreditation offense by WDT in its performance

IV. Reporting Procedures – None

V. Dissemination of Policy and Training

A. This policy shall appear on the WDT website on the policy webpage.

Legal References: None

Board Approved 4/9/2018; 2-year Review – no substantive change 10/25/2019