

Section Seven: Student Complaints

The following process will be used to address complaints, not including discrimination or harassment based on a protected class, brought forth by a student against a member of the WDT community.

STUDENT COMPLAINT RESOLUTION PROCESS

WDT 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 WDT academic community as described in the Student Rights and Responsibilities section. To that end, WDT provides the following process for resolving any alleged violation of a student's rights.

WDT works to protect the rights of all students. It should be noted that students hold a responsibility for complying with all WDT policies and procedures and the requirements of individual courses as outlined on the course syllabus provided by each instructor.

Informal Resolution

WDT faculty and staff strive to resolve complaints at the lowest possible level, as appropriate. Any WDT student who feels their rights have been violated should first attempt to resolve the matter with the individual involved. The student may contact a Student Success Coach or their academic advisor 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 five working days of the completion of the informal resolution process, the student must submit a formal grievance to the Director of Student Success/Registrar or designated representative.
2. The Director of Student Success/Registrar or designated representative will work with the appropriate Vice President, within five working days of receiving the formal grievance, to request a response from the person with whom the grievance is made. That person should respond within five working days. Failure to respond will not stop the resolution process.
3. The appropriate Vice President will review all submitted material and, within five working days, communicate a decision for resolution to the parties involved via the student's WDT email account with a follow-up letter sent to the permanent address on file.

Appeal

Should the student feel the resolution reached by the Vice President to be unsatisfactory, the student must submit a written appeal within five working days of the formal resolution to the Director of Student Success/Registrar to deliver to a VP who was not involved in the formal resolution process. That VP will conduct an investigation and, if necessary, appoint a committee to review the appeal. The VP will issue a decision within 10 working days of the appeal. All appeal decisions are final.