

## PUBLIC COMMENTS AND COMPLAINTS

### **I. Purpose**

Western Dakota Technical College (WDTC) 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 are to file complaints and comments through the established methods described in student, program, and employee handbooks and in other policies and procedures.

WDTC will respond to public 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.

### **III. Definitions**

- A. Comment – a negative statement about the performance of WDTC
- B. Complaint – a charge of a compliance or accreditation offense by WDTC in its performance
- C. Student – Accepted in an academic program, as dual enrollment, or as non-degree seeking or enrolled in non-credit bearing coursework at WDTC

### **IV. Reporting Procedures – None**

### **V. Dissemination of Policy and Training**

- A. This policy shall appear on the WDTC website on the policy webpage.

Legal References: None

Board Approved 4/9/2018; Committee Reviewed 10/25/2019; Committee Reviewed 10/5/2021; Committee Reviewed 7/9/2024