

PUBLIC COMMENTS AND COMPLAINTS

I. Procedure

A. Comments

1. Comments are shared with the first-level supervisor of the employee or department whom the comment was made immediately upon knowledge.
2. The first-level supervisor will share the comment with higher-level supervisor(s) for informational purposes and/or action.
3. Comments will be used internally through the appropriate offices to improve Western Dakota Technical College (WDTC) performance.
4. Comments and follow-up actions will be documented by the first-level supervisor.

B. Complaints

1. This procedure does not apply to complaints, grievances, and appeals handled through other College policies and procedures such as student concerns and discrimination and harassment.
2. Complaints should be made in writing through the Institutional Effectiveness Office using the Public Comment/Complaint Form – 2030.Exhibit.01 found on the WDTC Policies webpage.
3. All complaint records will be maintained in the Institutional Effectiveness Office.
4. Complaints will be used internally through the appropriate offices to improve WDTC performance.
5. Anonymous complaints -
 - a) Anonymous complaints are reported to the Institutional Effectiveness Office immediately upon knowledge of the complaint.
 - b) The Institutional Effectiveness Office logs the complaint and forwards it to the appropriate Leadership Team and/or Professional Staff member.
 - c) The appropriate Leadership Team and/or Professional Staff member will consider the anonymous complaint for informational purposes and/or action, as appropriate.
 - d) The appropriate Leadership Team and/or Professional Staff member informs the Institutional Effectiveness Office of the action taken in order to maintain and complete the record.
 - e) Complainants do not receive a response to anonymous complaints.
6. Non-anonymous complaints –
 - a) Non-anonymous complaints are reported to the Institutional Effectiveness Office immediately upon knowledge of the complaint.
 - b) The Institutional Effectiveness Office logs the complaint and forwards it to the appropriate Leadership Team and/or Professional Staff member.
 - c) The appropriate Leadership Team and/or Professional Staff member investigates and addresses the complaint as appropriate. Complainants may

be required to document the complaint in writing providing necessary information for a proper investigation. If the complaint is resolved, the Leadership Team and/or Professional Staff member will inform the Institutional Effectiveness Office who will maintain and complete the record.

- d) If the complaint is not resolved, the complaint is forwarded to the next appropriate Leadership Team and/or Professional Staff member, with the President serving as the top administrator to address the complaint. If resolved at this step, the Leadership Team and/or Professional Staff member will inform the Institutional Effectiveness Office who will maintain and complete the record. If not resolved, the public individual is provided information for submitting a complaint to the local governing Board.

II. Definitions

- A. Comment – negative statement about the performance of WDTC
- B. Complaint – a charge of a compliance or accreditation offense by WDTC in its performance
- C. Student Concerns – allegations brought forth while a student or allegations of events that happened while a student at the College

Legal References: None

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