

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 Student Success Center supervisor 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, and maximum time limits may be extended at the discretion of the VP.

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 14 calendar 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 14 calendar days of the completion of the Informal Resolution process, the student must submit a formal complaint to the Student Success Center supervisor or designated representative.
2. The Student Success Center supervisor or designated representative will work with the appropriate Vice President (VP), within 14 calendar days of receiving the formal complaint, to request a response from the person with whom the complaint is made. That person should respond within 14 calendar days. Failure to respond will not stop the resolution process.
3. The VP will review all submitted material, conduct further investigation if deemed needed, and meet with the parties within 14 calendar days. Failure by a party involved with the complaint to attend the scheduled meeting will not stop the resolution process.
4. The VP will communicate a decision for resolution to the parties involved via their WDTC email accounts within 14 calendar days of their decision. Depending on the nature of the complaint, the VP may additionally send a follow-up letter to the permanent mailing address on file.
5. 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 14 calendar days of the formal resolution decision to the Student Success Center supervisor 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 14 calendar days of the appeal. All appeal decisions are final.

II. Definitions - None

Legal References: None

Board Approved 4/12/2023 (Effective as of 23-24 Academic Year); SSC supervisor title change 8/27/24; Committee Reviewed 2/19/2025