

DIN: 3325-1-01
Title of Policy: Record of Learner Complaints

Policy

Northwest Technical College maintains a log of all formal written complaints submitted by learners to the Counselor, a Dean, or the Provost. This log is a requirement of the Federal Compliance Program of the Higher Learning Commission of the North Central Association of Colleges and Schools, which is the College’s accrediting agency. The log contains the following information:

- the date the complaint was first formally submitted to an appropriate officer;
- the nature of the complaint (e.g. dispute about a grade, sexual harassment allegation);
- the steps take by the institution to resolve the complaint;
- the institution’s final decision regarding the complaint, including referral to outside agencies;
- any other external actions initiated by the learner to resolve the complaint, if know to the institution (e.g. lawsuit, EEOC investigation, etc.).

The log provides data privacy by not including names involved in the facts of the complaint. Learners submitting formal complaints will be informed that the College will share information on the complaint to its accrediting agency if required, but that individual identities will be protected.

Purpose

To comply with Higher Learning Commission of the North Central Association of Colleges and Schools (NCA), Policy IV.B.4. regarding Institutional Records of Learner Complaints.

Responsibility

The table below describes responsibilities for this policy:

Group/Individual	Responsibility
Counselor	Maintain log, including only the listed elements. Provide log information upon request to the Higher Learning Commission of the North Central Association. Ensure data privacy regarding the log.
Dean	Ensure compliance with this policy.

Supporting References

Listed below are college document(s) that support this policy:

Compliance References:

Listed below are references to compliance requirements (e.g. MnSCU policy, federal regulations).

Policy IV.B.4 of the Higher Learning Commission of the North Central Association

The most current documentation is electronic; therefore, please discard printed copy after 24 hours. This does not apply to completed forms which are records.			Print Date: 09/27/05 12:26 PM
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Title: Record of Learner Complaints			Implementation Date:
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