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

Policy
Northwest Technical College maintains a log of all formal written complaints submitted by students to the Title IX Coordinator, a Dean, or the Vice President of Academic Affairs. 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 taken 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 known 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. Students 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 Policy FDCR.A.10.030 regarding Institutional Records of Student Complaints.

Responsibility
The table below describes responsibilities for this policy:

<table>
<thead>
<tr>
<th>Group/Individual</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vice President of Academic Affairs / Deans / Title IX Coordinator</td>
<td>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.</td>
</tr>
<tr>
<td>Vice President of Academic Affairs</td>
<td>Annually compile all complaint logs into one master complaint log for review by NTC Administration.</td>
</tr>
<tr>
<td>Vice President of Academic Affairs</td>
<td>Ensure compliance with this policy.</td>
</tr>
</tbody>
</table>

Supporting References
Listed below are college document(s) that support this policy:
3320-4-02 Student Concern Form

Compliance References:
Listed below are references to compliance requirements (e.g. Minnesota State policy, federal regulations).