

DIN: 3320-1-01
Title of Policy: Appeals and Grievances

Policy

Learners who think they are unfairly affected by College policy or action have the right to seek remedy through the College’s designated Appeals and Grievances Process. Learners should use available informal means (direct conversation) to resolve disputes before making a complaint or filing an appeal or grievance. There will be no retaliation of any kind against learners, faculty or staff who participate in a complaint, appeal, or grievance.

Northwest Technical College informs learners of the established complaints, appeals, or grievance procedures through the Campus Handbook. The College has an established time frame for each step of a procedure published in the Campus Handbook. These procedures shall not substitute for other procedures specific in MnSCU procedures or negotiated agreements. These procedures shall also protect data privacy rights.

Appeals and grievances must be submitted in writing on the [Appeals and Grievance Form](#) which states appeals and grievance process and timelines. Appeals involving financial obligations with the college must be filed by the end of the semester following the semester in which the financial obligation was incurred. Grade appeals are governed by a separate but related policy: [3320-1-02](#). Financial Aid appeals are reviewed by the Financial Aid Appeal Committee. Academic and non-academic appeals and grievances submitted by learners are reviewed by the Appeals and Grievances Committee. The committee reports the findings directly to the learner(s) who submitted the appeal.

If the learner believes the decision has procedural errors that provide a basis for appeal of the decision, such appeals must be submitted to the [Dean](#) for review of due process. Learners not satisfied with a transfer appeal decision at the college level may submit a request to the MnSCU Senior Vice Chancellor of Academic and Student Affairs for a system level appeal of the college’s transfer appeal decision. (See MnSCU Board Policy 3.21.1-<http://www.mnscu.edu/board/procedure/321p1.html>)

If the appeal or grievance involves the actions of NTC’s Dean, a learner may further appeal the decision through the NTC President. If the appeal or grievance involves MnSCU policy or the actions of the NTC President, a learner may further appeal the decision through the MnSCU Chancellor to the MnSCU Board of Trustees. The decision of the MnSCU Board is final and binding.

Appeals and grievances of federal, state, and MnSCU policies and procedures will be directed to the Dean for referral to the appropriate federal or state agency.

Purpose

To assure due process for learner appeals and grievances.

Responsibility

The table below describes responsibilities for this policy:

| Group/Individual | Responsibility |
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| 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: 08/14/09 3:31 PM |
| Document Number:3320-1-01 | Rev. 1-29-08,11-08,1-09 | Page 1 of 2 | Level #1 |
| Title: Appeals and Grievances | | | Implementation Date: 1-09-09 |
| Approved: Dr. Quistgaard | Date: 8/16/05 | Check here if policy should appear in campus handbook: | <input checked="" type="checkbox"/> |

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| Dean | Ensure that the Appeals and Grievance policy and process are communicated to learners. Review all committee decisions for due process and policy/procedure consistency. Decide on appeals of due process. |
| Appeals and Grievance Committee or Financial Aid Appeals Committee | <p>Review learner appeals and grievances if an informal discussion of a learner complaint cannot produce an acceptable remedy. Make determination on appeals and grievances submitted by learners in accordance with the Appeals and Grievance policy and process. This committee considers the validity of all academic appeals and non-academic grievances. Each member has one vote. The chair will vote only in the case of a tie. Members with conflicts of interest in the appeal will not vote.</p> <p>Appeals and Grievance Committee membership consists of: Member of the college Academic Affairs and Standards Council, Counselor, Registrar, Learning Services Director, one faculty member from each division (Health, Trades, Business, General Ed), and a learner representative (appointed by the Campus Government).</p> <p>Financial Aid Appeals Committee membership consists of the Financial Aid Director and Financial Aid Coordinator with input from Counselor.</p> |
| Counselor | Accept appeals and grievances, convene meetings of the Appeals and Grievance Committee, chair committee, share decision with the dean for review, communicate the decision to the appealing learner after the dean's review. |
| Learner | File appeals and grievances in accordance with the Appeals and Grievances policy and process. |

Supporting References

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

- [3320-2-01 Appeals and Grievance Process](#)
- [3320-4-01 Appeals and Grievance Form](#)
- [3320-1-02 Grade Appeals policy](#)

Compliance References:

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

- MnSCU Policy 3.8 <http://www.mnscu.edu/Policies/38.html>
- [MnSCU Procedure 3.21.p.1](#) for system level appeal of credit transfer appeals.

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