

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

Policy

Students 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. Students 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 students, faculty or staff who participate in a complaint, appeal, or grievance.

Northwest Technical College informs students 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 as outlined in policy: 3320-2-01. These procedures shall not substitute for other procedures specific in Minnesota State procedures or negotiated agreements. These procedures shall also protect data privacy rights.

Students who wish to file an appeal should contact the Records Office in the One Stop for help in identifying the appropriate form and receiving information on 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 Appeals Committee. Academic and non-academic appeals and grievances submitted by students are reviewed by the Appeals and Grievances Committee. The committee reports the findings directly to the student(s) who submitted the appeal.

If the student believes the decision has procedural errors that provide a basis for appeal of the decision, such appeals must be submitted to the Vice President for Academic Affairs for review of due process.

Students not satisfied with a transfer appeal decision at the college level may submit a request to the Minnesota State Senior Vice Chancellor of Academic and Student Affairs for a system level appeal of the college’s transfer appeal decision. (See Minnesota State Board Policy 3.21.1-
<http://www.minnstate.edu/board/procedure/321p1.html>)

Students not satisfied with an appeal pertaining to an online course may contact the [Minnesota Office of Higher Education](#). If you reside in another state, you may contact your [local state agency](#) (PDF) for further information.

If the appeal or grievance involves the actions of NTC’s Vice President for Academic Affairs, a student may further appeal the decision through the NTC and BSU President. If the appeal or grievance involves Minnesota State policy or the actions of the NTC and BSU President, a student may further appeal the decision through the Minnesota State Chancellor to the Minnesota State Board of Trustees. The decision of the Minnesota State Board is final and binding.

Appeals and grievances of federal, state, and Minnesota State policies and procedures will be directed to the Vice President for Academic Affairs for referral to the appropriate federal or state agency.

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Purpose

To assure due process for student appeals and grievances.

Responsibility

The table below describes responsibilities for this policy:

Group/Individual	Responsibility
Vice President for Academic Affairs	Ensure that the Appeals and Grievance policy and process are communicated to students. Review all committee decisions for due process and policy/procedure consistency. Decide on appeals of due process.
Appeals and Grievance Committee or Financial Appeals Committee	<p>Review student appeals and grievances if an informal discussion of a student complaint cannot produce an acceptable remedy. Make determination on appeals and grievances submitted by students in accordance with the Appeals and Grievance policy and process.</p> <p>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 may consist of: College Registrar, Student Service representative, and up to three faculty. The Vice President for Academic Affairs will appoint the committee at the beginning of each academic year, including appointment of the chair.</p> <p>Financial Appeals Committee membership consists of the Financial Aid Director, Business Office Manager, and College Registrar.</p>
Vice President for Academic Affairs	Accept appeals and grievances, convene meetings of the Appeals and Grievance Committee, appoints committee chair, receive and review committee decision, communicates the decision to the appealing student.
Student	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 Resolving Student Complaints, Appeals and Grievances](#)

[3320-4-01 Student Concern Form](#)

[3320-1-02 Grade Appeals policy](#)

Compliance References:

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

Minnesota State Policy 3.8 <http://www.minnstate.edu/Policies/38.html>

Minnesota State [Procedure 3.21.p.1](#) for system level appeal of credit transfer appeals.

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