



# POLICY

Category	Approval		
Series 1000: Students	Effective	Administration	Board
	2/22/10	12/4/09	2/22/10
	Revised		For Review
	6/25/18		2022

## STUDENT COMPLAINTS AND APPEALS

**MTC 1045**

Mitchell Technical College recognizes that there may be conditions that are in need of improvement and that students should have some means by which their concerns may be effectively expressed, considered, and dealt with fairly. Such means, if well-conceived and understood in advance, can do much to maintain harmonious relationships between the College and the students and community.

The College desires student complaints and appeals, including appeals of disciplinary consequences, to be resolved through orderly processes and at the lowest possible level, and that channels be provided for eventual hearing by the President in instances when this becomes necessary. Therefore:

1. Any student, or his/her parent or guardian if the student is of minority age, will be provided the opportunity to discuss with the instructor a decision or situation which he/she considers unjust or unfair.
2. If the incident remains unresolved, the student, or his/her parent or guardian if the student is of minority age, or the instructor may bring the matter to the attention of the Dean of Student Success for his/her consideration and action.
3. If the matter is still unresolved after the procedure outlined above, it may be brought to the President for his/her consideration and action.

If the matter is not resolved through MTC's processes outlined in this policy, students may choose to file a complaint at the state level.

- Students who are South Dakota residents or who are attending courses on the MTC campus may file unresolved complaints with the South Dakota Board of Technical Education, 800 Governors Drive, Pierre, SD 57501. The BOTE office will only handle those complaints that concern educational programs or practices of technical colleges and that have exhausted the individual institution's formal process for complaints. The office does not handle anonymous complaints, nor does it intervene in matters concerning an individual's grades or examination results, as these are the prerogative of the college's faculty.
- Students who are not South Dakota residents who are taking exclusively online courses may file unresolved complaints with the South Dakota Board of Regents, 306 E. Capitol Avenue, Suite 200, Pierre, SD 57501. The SDBOR will only address complaints after a student has exhausted his/her appeals at the institutional level. This process is for complaints that the institution has violated deceptive trade practices or consumer protections or that the institution does not meet standards established by the institution's accrediting agency or the State Authorization Reciprocity Agreement (SARA). Complaints involving student grades or student conduct violations are governed entirely by institutional policy.

6/28/10 – Language outlining appeals to the Superintendent and Board was removed. President's decision will be final.

6/25/18 – Responsible personnel updated to align with MTI's organizational structure. Federal guidelines require states to provide a process to resolve complaints beyond the institutional level. The policy was amended to direct students to those resources if their complaints remain unresolved.

**APPEAL FILING FORM**

Date \_\_\_\_\_

Your name \_\_\_\_\_

Indicate status as student or parent: \_\_\_\_\_

Place where you may be reached:

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

THE FACTS: (Please describe what happened in factual detail. Please identify witnesses or others who were present. Describe the impact this had on you. Please identify any person(s) you may believe may be responsible. Use additional paper if needed.)

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If others are affected by the possible violation, please give their names:

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PAST HISTORY: (Please describe any past incidents that you believe are related to the grievance.)

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SUGGESTED REMEDY: (Please describe any corrective action ["remedy"] you wish to see taken with regard to the possible violation. You may also provide other information relevant to this complaint.)

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Signature of Appellant

Date

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Signature of Person Receiving Appeal

Date