



POLICY

Category	Approval		
Series 1000: Students	Effective	Administration	Board
	2/22/10	12/4/09	2/22/10
	Revised		For Review
	5/9/2022		2026

STUDENT COMPLAINTS AND APPEALS

MTC 1045

Mitchell Technical College understands students should have a straightforward process to express complaints for review in a timely manner. An effective process to handle complaints is valuable in maintaining a healthy relationship between students and employees.

In this policy:

- All references to “student” also include the student’s parent/guardian if the student is a minor.
- All references to “employee” refer to any instructor or staff member at Mitchell Technical College.

The College prefers student complaints and appeals, including appeals of disciplinary consequences, be resolved through an uncomplicated process at the initial level of the complaint. However, a progression must be provided for the student and/or employee to present the complaint/appeal to the President when necessary. Therefore:

1. A student should first meet with the employee to resolve the issue. By request of the student and/or employee the student’s Student Success Coach and/or the employee’s immediate supervisor may also attend the meeting.
2. If the student is not comfortable discussing the complaint with the employee, the student can present the complaint directly to the Director of Student Success for resolution. The student may also appeal the decision of the employee to the Director of Student Success for resolution if they are not satisfied with the decision of the employee.
3. If the student or employee appeals the decision of the Director of Student Success, a written appeal must be submitted to the Vice-President of Operations and Human Resources within one calendar week of the previous decision. The Vice-President of Operations and Human Resources will present a resolution to the complaint within one calendar week of receiving the appeal.
4. If the student or employee appeals the decision of the Vice-President of Operations and Human Resources, a written appeal must be submitted to the President within one calendar week of the previous decision. The President will present a resolution to the complaint within one calendar week of receiving the appeal. The decision of the President is final.

If the student believes the matter was not appropriately resolved through MTC's processes outlined in this policy, the student 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.

5/9/22 – Responsible personnel updated to align with MTC's organizational structure. The process for submission and resolution of complaints was edited for clarity and consistency.

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.)

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

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

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.)

Signature of Appellant _____ Date _____

Signature of Person Receiving Appeal _____ Date _____