

## **NORTHLAND COMMUNITY AND TECHNICAL COLLEGE**

### **3240 STUDENT COMPLAINTS AND GRIEVANCES POLICY**

A student has the right to seek a remedy for a dispute or disagreement, including issues of institutional or program quality such as an institution's compliance with the standards of an accrediting agency, or a claim of consumer fraud or deceptive trade practices, through a designated complaint or grievance procedure. This policy does not apply to academic grade disputes. Grade appeals must be handled under the Grade Appeal Policy. Students are encouraged to use available informal resolution procedures before filing a complaint or grievance.

*Date of Implementation:*

*Date of Adoption: 6/2/04*

*Date & Subject of Revisions: AASC Approved 5/9/06; Executive Council Approval 5/18/06; Revised 6/6/07*

*1/27/09 Reviewed*

*3/26/10 – Reviewed*

*3/1/11 – Reviewed*

*06/20/11 - Revised*