

# STUDENT COMPLAINT PROCEDURES

## Moraine Park Technical College Complaint Procedures

If a student possesses a concern regarding a policy, process, instruction or services at the College they are encouraged to attempt the resolution of that concern with their initial contact. For instance, an instructional concern should first be shared with an instructor or an advisor.

If students are unsatisfied with the first level of contact, they may bring their concerns to the unit manager or Dean.

Students who are not happy with results from these encounters, may log a concern in the Talk2Us (<https://www.morainepark.edu/contact-us/talk2us/>) system.

Complaints will be promptly routed from the respective Vice President to the responsible manager for follow-up and resolution with the student. All interactions are logged to comply with external regulations related to the collection of student complaints. Complaints should be addressed within two business days.

### Complaints related to Code of Conduct Sanctions

Students who are subject to probation as their disciplinary sanction may appeal to the Vice President of Student Services. A student will be accorded five (5) standard business days, following receipt of the written notification of loss of privilege/probation, to contact the Vice President of Student Services in writing to request a meeting. As part of the written request, the student must include the following:

- The student's specific concerns and circumstances related to the incident.
- Why the sanction of privilege/probation is unreasonable, unfair, excessive, or not in keeping with the sanctions prescribed in the Student Code of Conduct.
- The outcome that the student seeks.
- Any other relevant documents that are to be considered in the appeal process.

Students who are subject to suspension or expulsion as their disciplinary sanction may request a meeting before the Student Conduct Committee. A student will be accorded five (5) standard business days, following receipt of the written notification of suspension or expulsion, to contact the Vice President of Student Services in writing to request a meeting before the Student Conduct As part of the written request to the Vice President of Student Services, the student must include the following:

- The student's specific concerns and circumstances related to the incident.
- Why the sanction of suspension or expulsion is unreasonable, unfair, excessive, or not in keeping with the sanctions prescribed in the Student Code of Conduct.
- The outcome that the student seeks.
- Any other relevant documents that are to be considered in the appeal process.

If the written request does not include all of the information listed above, the appeal may be denied.

## Wisconsin Technical College System Complaint Procedures

If a student believes there has been misinterpretation or misapplication of Moraine Park Technical College policy or procedure, and that such misinterpretation or misapplication falls into one of the three categories listed below, they may file a complaint with the Wisconsin Technical College System office.

Students who attend a college that is part of the WTCS can file complaints at the state level in three categories defined by the United States Department of Education:

- Complaints that allege violations of Wisconsin consumer protection laws, including but not limited to false advertising#
- Complaints that allege violations of Wisconsin laws related to the licensure of postsecondary institutions#
- Complaints relating to the quality of education or other State or accreditation requirements.

A student who reasonably believes that a violation has occurred in one or more of these categories may file a written complaint. Complaints must be signed by the student and submitted on the official Student Complaint Form. Find more information regarding the WTCS Student Complaint process here (<https://www.wtcsystem.edu/student-complaints/>).

Complaints must be filed within one year from the date of the alleged violation or the last recorded date of attendance, whichever is later. The WTCS will review complaints only after students attempt to resolve the matter through applicable College appeals or complaint processes.

By signing and submitting a complaint form, the student consents to disclosure by Moraine Park Technical College or the WTCS of any protected or confidential information that may be needed to review, investigate, and/or resolve the complaint; this includes referring complaints to another organization with jurisdiction and authority over the issue. The student also agrees to provide requested information and/or respond to questions about the complaint. Failure to provide requested information or respond to questions about the complaint may result in the WTCS dismissing the complaint.

**Notice:** Under the Wisconsin Public Records Law, Ch. 19, Wis. Stats., any record or document that is part of the complaint review may be subject to disclosure upon request by a member of the public upon conclusion of WTCS action on the complaint, unless specifically exempt under law.