

NORTHWOOD TECHNICAL COLLEGE



ADMINISTRATIVE PROCEDURE: J-500A

TITLE: [Student Complaint Procedure](#)

CROSS-REFERENCE(S):

J-500 (Administrative Policy – Student Complaints)

1. The Dean of Students documents all complaints brought forward through the complaint process pertaining to general student concerns, complaints concerning course content, the quality or delivery of instruction, College service complaints, or concerns regarding other students.
2. The Dean of Students forwards along complaints to appropriate staff for follow-up as appropriate.
3. Complaints are tracked by campus, type of complaint, and includes outcome of the follow up.
4. An annual report of student complaints by category and campus is analyzed by the Vice President of Student Affairs and brought to the College Leadership Team.
5. The College Leadership Team reviews the report of complaints and incorporates this information into strategic planning and process improvement efforts.

Questions regarding this procedure should be directed to Student Affairs.

Procedure Adopted: January 25, 2022

PRESIDENT

NORTHWOOD TECHNICAL COLLEGE