

NORTHWOOD TECHNICAL COLLEGE
HEALTH SCIENCES
STUDENT POLICIES

COMPLAINTS CONCERNING NORTHWOOD TECH HEALTH SCIENCES PROGRAMS

A complaint about any Northwood Tech Health Sciences program is defined as an expression of dissatisfaction about something or someone that is the cause or subject of protest against the program; it is a formal allegation against the program, or a portion of the program, that is expressed in a written, signed statement.

Program complaints do not include the individual student grade appeals process. Grade appeals must be completed following the Health Sciences Academic Appeal Procedures policy first, then the Northwood Tech grade appeals process as found in the Northwood Tech Student Handbook.

All Health Sciences program complaints will be directed to the appropriate Program Director. When a complaint is received against the program, a committee is formed to investigate the complaint in a timely, fair, and equitable manner. It is the responsibility of the Program Director to form the Committee.

Committee members shall include:

- An instructor that is not named in the complaint
- Program Director
- Dean, Health Sciences

Procedure	Timeline
1. The complaint is presented to the Committee as a written, signed, and dated statement.	1. Within thirty (30) days of occurrence prompting the complaint.
2. The Committee will convene and review the complaint and may request, as necessary, additional information from the complainant and/or others involved in the complaint.	2. Within thirty (30) days of receipt of the complaint.
3. The Committee can <i>a</i>) affirm that college and program policies and procedures have been applied appropriately; and/or <i>b</i>) recommend changes be made.	3. Within fourteen (14) days of the final meeting to review the complaint and additional information, as needed.
4. The complainant will be notified in writing of action taken by the Committee.	4. Within five (5) days of the Committee's action taken in response to the complaint.

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In addition to the procedures listed above, specific program procedures listed below need to be followed:

Program	Procedure	Timeline
OTA	Regardless of the outcome of the process, the complaint will be kept by the OTA program director for 5 years.	At the time of notification of the action taken by the Committee.
DA	Regardless of the outcome of the process, the complainant will be informed of their right to contact the Commission on Dental Accreditation regarding their concern.	Action will be taken by the Committee at the time of notification.
	<p>Concerns about the Northwood Tech Dental Assistant program or its current status may be communicated to the agency listed below:</p> <p>The Commission on Dental Accreditation 211 East Chicago Avenue Chicago, IL 60611 (312) 440-4653 www.ada.org/home-ada/coda.aspx</p>	
MA	Regardless of the outcome of the process, the complainant will be informed of their right to contact the Medical Assisting Education Review Board and/or the Commission on Accreditation of Allied Health Education Programs regarding their concern	At the time of notification of the action taken by the Committee.
	MAERB 20 N. Wacker Dr., Suite 1575 Chicago, IL 60606 800-228-2262	CAAHEP 9355 – 113th St. N. #7709 Seminole, FL 33775 727-210-2350
ADN	Regardless of outcome of the process, the complainant will be informed of their right to contact the Wisconsin State Board of Nursing and/or the Accreditation Commission for Education in Nursing, Inc. (ACEN) regarding their concern. The ACEN is located at 3390 Peachtree Road NE, Suite 1400, Atlanta, GA 30326. ACEN's phone number is (404) 975-5000. If preferred, concerns may also be directed to the Wisconsin State Board of Nursing, PO Box 8935, Madison WI 53708-8935. The WI State Board of Nursing's phone number is 877-617-1563.	At the time of notification of the action taken by the Committee.