



Chapter 3: Educational Policies

Student Concern, Complaints and Grievances Procedure

Adoption: 6/20/95
Revised: 3/9/16
Last Reviewed: 3/9/16 (AASC)
President Approved: 8/29/16
Next Review Date: 8/29/21
Authority: [MnSCU Board Policy 3.8](#)
Custodian of Policy: Dean of Students

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PROCEDURE

Steps to file a Concern, Complaint, or Grievance

1. It is recommended that the student meet with their faculty advisor or an HTC Counselor to discuss the situation before deciding to submit a Concern/Complaint/Grievance eForm.
2. A HTC student may submit a Concern/Complaint/Grievance eForm to HTC online. Students must login to authenticate StarID before submitting the eform. The student's information is retrieved from ISRS.
3. The submitted eForm is routed to an HTC Dean or other appropriate personnel based on program/issue selected by the student.
4. An HTC Dean or other appropriate personnel reviews the Concern/Complaint/Grievance eForm, contacts the complainant and other relevant parties as necessary, and documents his/her findings including notes and attachments to the eForm.
5. The HTC Dean or other appropriate HTC personnel will generate an email response to the student when the issue has been resolved or is considered complete.
6. The Concern/Complaint/Grievance eForm, notes, and attachments remain on file as part of the student's record.
7. If a student contests the decision made, the student shall submit a written request and accompanying documentation to the president. The decision of the president is final.

1. Concern

The concern and its details may be submitted to HTC online for purposes of follow-up and record keeping by choosing the Concern report type on the Concern/Complaint/Grievance eForm. An appropriate person at the college will follow up with the student by the method indicated on the eForm if there are further questions, or simply to confirm that the student's concern has been heard and considered.

2. Complaint

The complaint and its details may be submitted to HTC online for purposes of follow-up and record keeping by choosing the Complaint report type on the Concern/Complaint/Grievance eForm. The appropriate person at the college will follow up with those involved and contact the student by the method indicated on the eForm.



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A complaint eForm should not be used when the student disagrees with an administrative decision or the outcome of an appeal of that decision, unless it alleges improper, unfair, or arbitrary treatment.

3. Grievance

The grievance may be submitted to HTC online for purposes of follow-up and record keeping by choosing the Grievance report type on the Concern/Complaint/Grievance eForm. The appropriate person at the college will follow up with those involved and contact the student by the method indicated on the eForm.

A grievance eForm should not be used when the student disagrees with an administrative decision or the outcome of an appeal of that decision, unless it alleges violation of a *specific* policy, procedure or practice of HTC or the MnSCU system.

Student Data Privacy

Information provided within the Concern/Complaint/Grievance eForm, or at other points during the process, is not disclosed to other individuals unless they reasonably require access for the purpose of performing their job.

The Concern/Complaint/Grievance eForm you submit will be part of your digital student record. However, the eForm, notes, and attachments are considered confidential and can only be accessed by HTC personnel who have been granted the appropriate security rights to view these types of confidential student documents.

NOTE: Information in your student record may be disclosed when it is requested by certain government agencies or court order or is otherwise permitted by law.

Time Limits for Concerns, Complaints and Grievances

You may submit a Concern/Complaint/Grievance eForm as soon as you have experienced a concern or an issue that is cause for a complaint or grievance. However, it is highly recommended that you meet with an HTC Counselor to discuss the situation before deciding to submit the eForm.

The initial Concern/Complaint/Grievance eForm must be submitted after the first occurrence of the event giving rise to the concern, complaint or grievance and no later than the end of the following semester in which the incident occurred. If a complaint or grievance is not presented within the established limits, it shall not be considered.



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All subsequent time limits (written response, appeal, final resolution, etc.) are limited to ten (10) business days. Time limits may be extended due to extenuating circumstances approved by the appropriate administrator by mutual agreement of the student and college personnel.

If a complaint or grievance is not appealed to the next step within the established time limits, it shall be considered settled on the basis of the last answer.

If, after presentation at any step, a college staff member does not discuss and/or answer the complaint or grievance with the student within the established time limits, the student may treat the complaint or grievance as denied at that step and may appeal the complaint or grievance to the next step.