

NORTHWOOD TECHNICAL COLLEGE



ADMINISTRATIVE PROCEDURE: J-500A

TITLE: [Student Complaint Procedure](#)

CROSS-REFERENCE(S):

J-500 (Administrative Policy – Student Complaints)

1. A Student Feedback form available online and communicated to students in the Student Handbook is used to collect all complaints pertaining to general student concerns, complaints concerning course content, the quality or delivery of instruction, College service complaints, or concerns regarding other students.
2. Complaints are forwarded to 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

Procedure Revised: August 2, 2022

A handwritten signature in black ink, appearing to read 'J. E. Hill', is written over a horizontal line.

PRESIDENT

NORTHWOOD TECHNICAL COLLEGE