



Chapter 3: Educational Policies

Student Concern, Complaints and Grievances **Policy 3.8**

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

POLICY STATEMENT

In accordance with MnSCU Board policy 3.8, a student has the right to seek a remedy for a dispute or disagreement through a designated concern, complaint and grievance procedure. A student should use available informal means to have decisions and/or actions reconsidered before filing a concern, complaint or grievance. No retaliation of any kind shall be taken against a student for participation in a concern, complaint or grievance. Concern, complaints, and grievance procedures are protected under data privacy rights.

Student Responsibility

Students are responsible for knowledge of and compliance with Hennepin Technical College policies, procedures, and regulations. If questions arise regarding policies or procedures, students are encouraged to meet with their faculty advisor or a counselor to help clarify understanding and interpretation.

Student Rights

A Concern/Complaint/Grievance eForm may be submitted by any HTC student who has experienced a concern or an issue that is cause for concern, a complaint or grievance involving HTC.

NOTE: Some types of complaints require a different method of reporting rather than the Concern/Complaint/Grievance eForm.

- **Grades and Other Student Appeals:** Do not use the Concern/Complaint/Grievance eForm to file complaints related to disputes about grades received, academic, or other student appeals. Refer to policies 2.9 Academic Standing and Financial Aid Satisfactory Academic Progress (SAP) and 3HTC.6 Academic Grade Appeals.
- **Discrimination, Harassment, or Sexual Violence:** Do not use the Concern/Complaint/Grievance eForm to report complaints of discrimination or harassment against a protected class, or sexual harassment/violence. Complaints of this nature should be reported directly to the Chief Diversity and Affirmative Action Officer.

Definitions:

1. Concern

A concern is something that affects, interests, or worries a student that they want HTC to know about. A concern is not necessarily the beginning of a formal process or investigation.

2. Complaint

A complaint is a claim by a student of improper, unfair, or arbitrary treatment.



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3. Grievance

A grievance is a written, formal claim by a student alleging improper, unfair or arbitrary action of an HTC employee that violates a *specific* policy, procedure or practice of HTC or the MnSCU system.

4. Appeal

A request for reconsideration of a grievance decision under Policy 3.8 and Procedure 3.8.1

5. Retaliation

Retribution of any kind taken against a student for participating or not participating in a complain or grievance.