

West Virginia Northern Community College

TRACKING WRITTEN STUDENT COMPLAINTS

Effective Date: June 24, 2004

Date Approved by WVNCC Board of Governors: June 24, 2004

Authority Reference: North Central Association Commission on Institutions of Higher
Education Policy #IV.B.4 Institutional Records of Student Complaints
(Adopted February 1998)

Replaces previous policy dated: WVNCC Policy No. 4.1.16 effective April 21, 1999

Rule: To comply with federal regulations and to contribute to the ongoing assessment of College excellence, West Virginia Northern will maintain records of formal, written student complaints filed with institutional officers. These written complaints will be recorded with the office of the President or as delegated. The records are to include information about the disposition of the written complaints, including those referred to external agencies for final resolution. These records, with individual identities shielded, will be available to the North Central Association comprehensive evaluation team for review. Written complaints forwarded to West Virginia Northern by the North Central Association will be tracked as part of this rule.