

WISCONSIN INDIANHEAD TECHNICAL COLLEGE
HEALTH INFORMATION TECHNOLOGY
STUDENT HANDBOOK

COMPLAINTS CONCERNING HEALTH INFORMATION TECHNOLOGY PROGRAM

A complaint about the WITC Health Information Technology program is defined as an expression of dissatisfaction about something or someone that is the cause or subject of protest against the HIT program; it is a formal allegation against the HIT program, or a portion of HIT 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 WITC grade appeals process as found in the WITC Student Handbook.

All program complaints will be directed to the HIT Program Administrator. When a complaint is received against the HIT program a committee is formed to investigate the complaint in a timely, fair, and equitable manner. It is the responsibility of the HIT Program Administrator to form the Committee. Committee members may include:

- An HIT instructor that is not named in the complaint
- HIT program administrator
- Student Services Dean from the campus named in the complaint

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