

WISCONSIN INDIANHEAD TECHNICAL COLLEGE
ALLIED HEALTH
STUDENT HANDBOOK

COMPLAINTS CONCERNING WITC ALLIED HEALTH PROGRAMS

A complaint about any WITC Allied Health program is defined as an expression of dissatisfaction about something or someone that is the cause or subject of protest against the program; it is a formal allegation against the program, or a portion of the 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 Allied Health Academic Appeal Procedures policy first, then the WITC grade appeals process as found in the WITC Student Handbook.

All Allied Health program complaints will be directed to the appropriate Program Director. When a complaint is received against the program, a committee is formed to investigate the complaint in a timely, fair, and equitable manner. It is the responsibility of the Program Director to form the Committee.

Committee members shall include:

- An instructor that is not named in the complaint
- Program Director
- Allied Health Dean

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.

In addition to the procedures listed above, specific program procedures listed below need to be followed:

Program	Procedure	Timeline
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OTA	Regardless of outcome of the process, the complaint will be kept by the OTA program director for 5 years.	At the time of notification of the action taken by the Committee.
Program	Procedure	Timeline
DA	Regardless of the outcome of the process, the complainant will be informed of their right to contact the Commission on Dental Accreditation regarding their concern.	Action will be taken by the Committee at the time of notification.
	<p>Concerns about the WITC Dental Assistant program or its current status may be communicated to the agency listed below:</p> <p>The Commission on Dental Accreditation 211 East Chicago Avenue Chicago, IL 60611 (312) 440-4653 www.ada.org/home-ada/coda.aspx</p>	
MA	Regardless of outcome of the process, the complainant will be informed of their right to contact the Medical Assisting Education Review Board and/or the Commission on Accreditation of Allied Health Education Programs regarding their concern	At the time of notification of the action taken by the Committee.
	MAERB 20 N Wacker Dr., Suite 1575 Chicago IL 60606 800/228-2262	CAAHEP 25400 U.W. Highway 19 North, Suite 158 Clearwater FL 33756 727/210-2350

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