

WISCONSIN INDIANHEAD TECHNICAL COLLEGE  
DENTAL ASSISTANT  
STUDENT HANDBOOK

## COMPLAINTS CONCERNING THE WITC DENTAL ASSISTANT PROGRAM

A complaint about the WITC Dental Assistant program is defined as an expression of dissatisfaction about something or someone that is the cause or subject of protest against the DA program; it is a formal allegation against the DA program, or a portion of DA 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 DA Program Director. When a complaint is received against the DA program a committee is formed to investigate the complaint in a timely, fair, and equitable manner. It is the responsibility of the DA Program Director to form the Committee.

Committee members shall include:

- DA Program Director, if not named in the complaint
- Student Services Dean
- Academic Dean, Allied Health

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.
5. 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.	5. Action will be taken by the Committee at the time of notification.

**Concerns about the WITC Dental Assistant program or its current status may be communicated to the agency listed below:**

The Commission on Dental Accreditation  
211 East Chicago Avenue, Chicago, IL 60611  
(312) 440-4653  
[www.ada.org/home-ada/coda.aspx](http://www.ada.org/home-ada/coda.aspx)