STUDENT CONCERNS AND COMPLAINTS PROCEDURE

Madison College is committed to providing a mechanism for students to voice concerns and complaints, and to proactively address challenging situations. The Student Concerns and Complaints Procedure outlines the steps a student should take to approach a concern.

STEP 1: INFORMAL RESOLUTION. Students are encouraged to seek a resolution of the matter directly with the individual(s) involved. Most conflicts are the result of miscommunication and having an open and respectful conversation with the individual(s) involved generally resolves specific concerns in a timely and considerate manner.

Madison College counselors provide Conflict Management Services (CMS) to counsel students on how to best resolve a conflict informally and/or to navigate specific processes regarding concerns and complaints.

If informal attempts to resolve the matter are not advisable or fail, students should continue to Step 2 of this procedure.

STEP 2: CONTACT DEAN OF STUDENTS (DOS) OFFICE by submitting the online intake form. Students needing assistance with completing the online form may access Conflict Management Services for support. (While the intake form is the preferred method of contact, individuals may also contact the Dean of Students office by email: deanofstudents@madisoncollege.edu, telephone: 608-243-4555, or, in person: Visit Room D1618 at the Truax Campus.)

a. Upon receipt of a completed form, the DOS will review the nature of the concern and follow up as appropriate. The concern may be forwarded to the appropriate academic area or administrative unit for review or addressed by the DOS. Concerns about the Dean of Students Office or other college administrator will be referred directly to the appropriate Vice President’s or other supervisor’s office for review.

b. When necessary, the DOS will notify appropriate persons and request any information or documentation needed to resolve the concern. It is in the best interest of all parties to submit the requested documentation within seven (7) calendar days of the request.

c. The DOS may attempt to informally resolve the concern or complaint by encouraging discussion between the parties or by taking the appropriate action to resolve the complaint. When appropriate, parties may be referred to CMS for mediation and/or other informal resolutions.

STEP 3: REVIEW OF CONCERN. If CMS or other informal attempts to resolve the matter fail, DOS will investigate the concern or complaint as necessary. This may include separate and/or joint meetings with one or more parties.
a. Depending on the nature of the concern, the DOS may consult with another supervisor.
b. Student concerns pertaining to college employees will be referred to the employee’s supervisor in the following circumstance:

1) When investigation findings suggest a potential performance concern regarding a faculty or staff member.

   a. The appropriate administrator will review investigation findings and may follow up with the student, faculty member, and/or staff member, as necessary, before determining the outcome.

**STEP 4: OUTCOME.** The final outcome of the investigation will be communicated to the involved parties within fourteen (14) calendar days of the date the concern is filed. If there are circumstances requiring an extension of this deadline, the individual assigned to investigate the concern will notify all involved parties.

**STEP 5: DOCUMENTATION.** A record of all concerns and their outcomes will be documented, and maintained on file in the Dean of Students Office.

**APPEALS PROCESS**
In the event that any party is not satisfied with a decision made by an administrator, he/she has the right to one appeal as follows:

- The Vice President appropriate to the matter will consider appeals. The right to appeal is limited to (a) significant procedural lapses or (b) the appearance of substantive new evidence not available at the time of the original decision. (Note that deliberate omission of information by the appealing party in the original investigation is not grounds for appeal).

- An appeal must be requested in writing no later than fourteen (14) calendar days after notification of the previous formal decision. The request should be addressed to the appropriate Vice President or the Provost at Madison Area Technical College.

- Any party is welcome to consult with Conflict Management Services staff about the appeals process, including assistance with identifying the appropriate Vice President to review the appeal.

- A student who files an appeal will receive an official response to his/her appeal from the appropriate administrator within fourteen (14) calendar days of the filing.