

OGDEN-WEBER TECHNICAL COLLEGE	Number 530.13	Effective Date 6/17/99 Revised 4/25/19 03/26/24 10/23/25	Page 1 of 2
POLICY	Approval: Board of Trustees		
Title STUDENT COMPLAINTS AND GRIEVANCES			

1. PURPOSE AND SCOPE

The purpose of the policy is to outline guidance for filing and handling student complaints and grievances.

2. POLICY

It is the policy of the College to establish clear expectations for addressing how student complaints and grievances are handled in a transparent and consistent manner.

3. DEFINITIONS

3.1 Complaint: an alleged violation of institutional or programmatic policy, student rights, or applicable law reported by a student.

3.2 Grievance: A formal complaint from a student against Ogden-Weber Technical College involving an alleged violation of College policy, or federal or state law.

4. REFERENCES

- Americans with Disabilities Act (ADA) of 1990, as amended
- Title IX of the Education Amendments of 1972 (Title IX), 20 U.S.C. §§ 1681 et seq., and its implementing regulations, 34 C.F.R. Part 106
- Campus Sexual Violence Elimination (SaVE) Act
- Ogden-Weber Technical College Academic Performance policy (#530.2)
- Ogden-Weber Technical College Student Rights and Code of Conduct policy (#530.4)
- Ogden-Weber Technical College Admissions, Schedule Reactivation, and Withdrawals policy (#530.7)
- Ogden-Weber Technical College Title IX Sexual Harassment, Sexual Violence, and Related Conduct Violations policy (#520.8)

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<table border="0" style="width: 100%;"> <tr> <td style="width: 10%; vertical-align: top;">Title</td> <td style="text-align: center; vertical-align: middle;">STUDENT COMPLAINTS AND GRIEVANCES</td> </tr> </table>				Title	STUDENT COMPLAINTS AND GRIEVANCES
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- Civil Rights Act of 1964, Title VI
- Civil Rights Act of 1964, Title VII
- Rehabilitation Act of 1973, Section 504
- The Age Discrimination Act of 1975
- Vocational Amendments of 1976

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1. Complaints

- 1.1. Complaints may be submitted verbally or in writing to any college employee.
- 1.2. Complaints are informally addressed at the program or department level.
- 1.3. If not satisfactorily resolved at that level, they may be elevated through successive levels of leadership.
- 1.4. If a complaint cannot be resolved to the student's satisfaction, then a grievance may be submitted.

2. Grievances

- 2.1. Grievances shall be submitted through the College's Grievance Form.
- 2.2. A filed grievance shall be reviewed and addressed at the level deemed most appropriate by College leadership based upon the subject matter of the grievance.
- 2.3. The complainant may meet with the designated reviewer(s) to make clarifications.
- 2.4. The designated reviewer shall investigate the grievance and take appropriate action under relevant policy.
- 2.5. Grievances involving discrimination, sexual harassment, sexual assault, dating violence, domestic violence, or stalking shall be addressed with applicable Title IX policies and procedures.

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3 Appeals

3.1 Students dissatisfied with a decision based on a grievance may appeal the decision within 10 calendar days. Appeals shall be submitted through the College's Appeal Form.

3.2 Appeals shall be reviewed and addressed by a vice president or president.

3.3 A student appealing a decision shall either:

3.3.1 give new information that was not available before, or

3.3.2 show that the College did not follow its own policies during the original process.

3.4 Student Responsibilities and Protection

3.4.1 A student shall be available to answer questions

3.4.2 A student shall continue to follow institutional and program codes of conduct during the appeal process. Violations may result in additional disciplinary action.

3.4.3 A student who has filed a complaint or appeal shall not be retaliated against.

3.5 Appeal Dismissal

3.5.1 An appeal may be dismissed if a student does not submit the appeal within the 10-calendar day window, there is no new information to present, or the appeal is unfounded.

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3.6 Other Review and Relief

Students who feel their rights have been violated by the institution retain the right to contact:

3.6.1 The Utah System of Higher Education (USHE)

The Gateway
60 South 400 West
Salt Lake City, UT 84101 1-801-646-4784

3.6.2 The Commission of the Council on Occupational Education (COE)

The Council on Occupational Education 7840 Roswell Road, Building 300
Suite 325, Atlanta, GA 3050
Phone: Toll-free (800) 917-2081, Ext
21 Website: www.council.org

3.6.3 The Office of Civil Rights (OCR), for grievances relating to discrimination

US Department of Education
Cesar E. Chavez Memorial Building
1244 Speer Boulevard Suite 130
Denver, CO 80204-3582
Phone: (303) 844-5695
Email: OCR.Denver@ed.gov

3.6.4 Utah Attorney General's Office at

Office of the Attorney General Utah State Capitol Complex 350 N State
Street, Suite 230
SLC, UT 84114-2320

3.6.5 The Federal Student Aid Office of Ombudsman (for financial aid complaints)

Website: <https://studentaid.gov/feedback-center/>