



3.8 Student Complaints and Grievances Policy

Part 1. General Statement of Policy

A student has the right to seek a remedy for a dispute or disagreement through the College's Complaints and Grievances procedure.

The College shall establish procedures, in consultation with student representatives and others, for handling complaints and grievances. These procedures shall not substitute for other grievance procedures specified in Board and College policies and procedures, regulations, or negotiated agreements. This policy does not apply to academic grade disputes, which are handled under the College's Grade Appeals policy.

Part 2. Procedures

The College shall establish procedures to implement this policy, which are outlined in Procedure 3.8.1.

Part 3. Appeals to the Chancellor

A student may appeal a college's or university's final decision to the chancellor if the grievance involves a board policy, system procedure, the actions of the college or university president, an issue of institutional or program quality, such as a college's or university's compliance with the standards of an accrediting or licensing agency, or a claim of consumer fraud or deceptive trade practice. The chancellor's decision is final and binding.

[Minnesota State 3.8 Student Complaints and Grievances Policy link](#)

Date of implementation/Presidential Approval: 05/31/2012

Date of last review: 7/31/2025