
STUDENT AND COMMUNITY COMPLAINT PROCEDURE

Blackhawk Technical College (Blackhawk) provides opportunities for students, staff, and members of the community to register complaints by filling out a Student, Staff, and Community Complaint Form. The form provides an avenue to submit a concern regarding any area at Blackhawk and can be found by following the Student, Staff, and Community Complaint Procedure (<https://www.blackhawk.edu/Student-Resources/Complaint-Process/>). The College will address and systematically process all student, staff, and community complaints in a timely manner.

Complaint Procedure – Informal Phase

Blackhawk Technical College recognizes that disputes may sometimes arise. Students, staff, and members of the community are encouraged to seek informal resolution of their complaints or concerns.

Informal complaints (concerns or expressions of dissatisfaction or disagreement) should be handled through direct communication (conversation, email, or letter) with the student, staff, or member of the community and the Blackhawk staff or department/division involved.

If the issue remains unresolved, the informal complaint should be directed to the appropriate department/division supervisor. Students, staff, and members of the community may also consult with the Executive Director of Student Services if they are unsure about where or how to address a complaint or concern. If a complaint remains unresolved, students, staff, or members of the community would initiate the formal phase of the complaint process.

Complaint Procedure – Formal Phase

If the resolution is not satisfactory at the informal complaint level, a formal complaint must be submitted if seeking resolution. Formal complaints must be made in writing and submitted via the online Student, Staff, and Community Complaint Form. Formal complaints must be filed within 30 college business days of the occurrence that prompted the complaint.

Appeal

If the student, staff, or member of the community does not get a satisfactory resolution to their formal complaint, resolution may be sought by appealing through Student, Staff, and Community Complaint Procedure (<https://www.blackhawk.edu/Student-Resources/Complaint-Process/>).

Records

To comply with federal regulations, Blackhawk will maintain a record of formal complaints and their resolution, including those complaints reported to external agencies. The record will be housed within the Office of Institutional Research and Effectiveness and made available to the Higher Learning Commission peer reviewers for their review. Complaint records may also be subject to public disclosure laws and will be kept according to the state records retention laws.