

SOUTH DAKOTA SCHOOL OF MINES & TECHNOLOGY

Policy Manual

SUBJECT: Student Complaint Process

NUMBER: Policy III-1-2

REVISED: March 2024

When a student has a concern related to some aspect of their experience at South Dakota Mines, they are encouraged to first attempt to resolve their concern directly with the person or office involved. Following that attempt, should the concern remain unresolved, students are guided to submit an [online form](#) available on the website.

1. Concerns regarding Academic Appeals are handled in accordance with [SDSMT Policy II-9-3](#).
2. Grievances will be handled in accordance with [SDSMT Policy III-1-3](#).
3. Concerns that are complaints, will be handled as follows:
 - Student submits the online form, identifying their concern as a “Complaint”
 - Complaint submissions are received by the Dean of Students office
 - The Dean of Students, or appropriate designee, reviews the submission and takes appropriate action to research the issue, making every effort and attempt to address the complaint.
 - The action(s) are dependent on the completeness of information submitted, ability for the Dean of Students to ascertain additional details regarding the complaint.
 - The Dean of Students captures summary information regarding the research and any actions taken in response to the complaint. This information is maintained as part of the institutional record of student complaints.
 - The Dean of Students compiles a summary of all student complaints and presents the information twice per year (once during the Fall semester and once during the Spring semester) to University Cabinet.
 - University Cabinet has the opportunity to review and discuss any of the complaints, ascertain if there are trends related to any particular complaint topic, and make recommendations regarding recommended responses or actions.