

Technical Institutes: COMPLAINT PROCESS

The South Dakota Department of Education recognizes that there may be conditions on the Technical Institute campuses that are in need of improvement, and that students and others should have some means by which their concerns may be effectively expressed, considered and dealt with fairly. Such means can do much to maintain harmonious relationships between the Technical Institutes, their students and the community.

For all complaints, the first course of action should be to try to resolve the complaint directly with the individual Technical Institute through informal or formal processes.

If the matter is not resolved through formal processes, an individual may choose to file a complaint with the South Dakota Department of Education's Office of Curriculum, Career and Technical Education. The OCCTE office will only handle those complaints that concern educational programs or practices and that have exhausted the individual institution's formal process for complaints. The OCCTE office does not handle anonymous complaints, nor does it intervene in matters concerning an individual's grades or examination results, as these are the prerogative of the institute's faculty.

A complaint of consumer fraud should be directed to the South Dakota Attorney General's Office.