

MTTI Steps for Filing a Complaint

MTTI affirms the right of students to obtain quality technical training services and to be free from discrimination on the basis of race, creed, color, religion, sex, sexual orientation, or gender identity/expression, ancestral origin, age, disability or veteran status. The purpose of these complaint procedures is to provide a timely and equitable means of resolving problems that arise from alleged violations of school policy or state regulations.

Note: complaints can involve either educational or non-educational issues.

DEFINITION OF A COMPLAINT

- A violation of a written policy or procedure of the school.
- A violation of a practice of the school which, though not written, has attained the status of a written policy or procedure.
- A violation of the appropriate state agencies' policies.
- An act or pattern of discrimination or harassment with regard to race, color, religion, sex, sexual orientation, national origin, age, disability or veteran status.

STEPS IN FILING AND RESOLVING COMPLAINTS

Resolution of problems should be sought as soon after the incident as possible. In general, students should try to resolve problems informally, first by discussing the problem with the individual involved, and/or the instructor. If that fails, discuss the problem with Administration at the school's main office.

A formal complaint should only be filed when all reasonable informal means of resolving differences have been exhausted. Formal complaints must be filed within 30 days of the alleged violation. The steps in the formal complaint procedure are as follows:

1. The formal complaint procedure begins when a written complaint is filed with the Director of Training.
2. The complaint will be acknowledged within 5 days.
3. The Director of Training will investigate the complaint. Normally, the investigation will be completed within 20 days. The Director of Training will assist the student in bringing the issue to closure.
4. The school will issue a resolution report responding to the substance of the complaint within 5 days of the completion of the investigation.
5. If the matter is resolved to the student's satisfaction, the issue will be considered closed, except for any follow-up activities that are a part of the resolution report.
6. If the matter is not resolved to the student's satisfaction, an appeal may be made to the school owner(s), who will normally acknowledge receipt of the student's desire to continue the complaint within five days of the issuance of the resolution report.

7. Absent extraordinary circumstances, the school owner(s) will meet with the student within 10 days, or as soon thereafter as can be reasonably arranged, to review the resolution of the complaint.
8. Absent extraordinary circumstances, the school owner(s) will make a ruling on the resolution within 10 days of the meeting with the student. The rule of the school owner(s) is final.
9. Documentation of the complaint and its resolution will be maintained by the school.

OTHER

- Confidentiality of the complainant will be honored when possible.
- Records will be kept by the Director of Training.
- Records will be made available to the appropriate state offices staff upon request.