



## Consumer Protection (Title IV) Student Complaint Process/Form

The consumer protection complaint process is provided for the resolution of consumer protection complaints brought by students attending Red Lake Nation College. Complaints considered in this process include:

- a) veracity of recruitment and marketing materials;
- b) accuracy of job placement data;
- c) accuracy of information about tuition, fees, and financial aid;
- d) accurate admission requirements for courses and programs;
- e) accuracy of information about the institution's accreditation and/or any programmatic or specialized accreditation held by the institution's programs;
- f) accuracy of information about whether course work meets any relevant professional licensing requirements or the requirements of specialized accrediting bodies;
- g) accuracy of information about whether the institution's course work will transfer to other institutions; and
- h) operation of distance learning programs consistent with practices expected by institutional accreditors.

Examples of issues that are not considered in this complaint are:

- a) grading disputes;
- b) academic integrity issues;
- c) student conduct issues;
- d) curriculum issues; and
- e) complaints against faculty.

This process can only be used if the subject matter of the complaint initially occurred within two years of the submission date of this form. Consumer Protection Student Complaints are reviewed by the College President and members of the Governance Committee. The attached form should be addressed to:

Red Lake Nation College  
Governance Committee  
P.O. Box 576  
Red Lake, MN 56671  
Email: [dan.king@rlnc.education](mailto:dan.king@rlnc.education)

The student is not bound by RLNC's decision and may pursue legal remedies.



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Student Name: \_\_\_\_\_ Student Phone: \_\_\_\_\_

Student Address: \_\_\_\_\_

Student Email: \_\_\_\_\_

Today's Date: \_\_\_\_\_

What date did the subject matter of this complaint initially occur? \_\_\_\_\_

Provide a brief summary of your complaint and attach documentation to support your claim (if available). Attach additional pages if needed.

Provide the names and/or departments of faculty and staff at the college that you worked with to try to resolve this issue.