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Student Complaints and Grievances

In accordance with the U.S. Department of Education Program Integrity Rule, 34 C.F.R. Part 600.9, the Kansas Board of Regents has adopted a process to review and appropriately act on student complaints concerning the six state universities.

If you as a student have a complaint alleging university activity, or a university employee act or omission, that is proscribed by Kansas Board of Regents or Kansas State University institutional policies, Heather Reed, Associate Dean/Director of Student Life, at hreed@ksu.edu or 532-6432 can help you decide on the appropriate channel for addressing your grievance and help you work toward a resolution. This process is explained in the university's [Policy Regarding Student Complaints](#).

If after exhausting all available institutional processes a student's complaint remains unresolved, the student may make a complaint to the Kansas Board of Regent's office, in writing, by completing and submitting a [complaint form](#).

More information on KBOR's policy can be found [here](#).

Students may also make a complaint to the Higher Learning Commission at: <http://www.ncahlc.org/information-for-the-public/complaints.html>

Office of Student Life
102 Holton Hall
Kansas State University
Manhattan, KS 66506
785-532-6432 Phone
785-532-5307 Fax
stulife@k-state.edu



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Office of Student Life

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Policy Regarding Student Complaints

Kansas State University is committed to resolving student complaints in a timely and effective manner. Student grievances can be addressed in a variety of ways at the University, and the Office of Student Life is committed to assisting students in determining the most appropriate policy and procedure to address grievances. If a student has a significant complaint or grievance that cannot be addressed within another established university policy, students may choose to file a formal complaint with the Director of the Office of Student Life. This complaint process is not an appeal to re-examine a decision made through a University grievance or academic policy, nor does it serve as a replacement for another defined university grievance process.

Any currently enrolled student or a person recently enrolled in the previous two semester of an academic year may submit a formal complaint that meets the above criteria. Formal complaints should be submitted in writing to the Director of the Office of Student Life, and include specific information about the concern, measures the student has already taken to address the concern, and any resolution sought. The Director of the Office of Student Life will determine the best process to investigate and address each complaint.

In addition, the University has an obligation to track and log significant student complaints as required by federal regulations and the Higher Learning Commission of the North Central Colleges and Schools. This log does not include concerns reported to other individuals and concerns for which other processes exist. The Kansas State University Office of Student Life will log complaints that are made formally in writing, signed by a student, and addressed to and submitted to the Director of the Office of Student Life, 102 Holton Hall, Manhattan, KS 66506.

Kansas State University does not tolerate retaliation against individuals who file a complaint or who cooperate in the investigation of such complaints.

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State University Student Complaint Form

The Board will not substitute its judgment for the academic judgment of the university, which includes but is not limited to decisions involving a student's grades, examination results, plagiarism, or other academic misconduct.

* Today's Date:

* First Name:

* Last Name:

* Address:

* City:

* State:

* Zip Code:

* Email:

* Confirm Email:

* Are/Were you a student of a state university: Yes
No

* Please provide your student ID:

* University: Emporia State University
Fort Hays State University
Kansas State University
Pittsburg State University
University of Kansas
Wichita State University

* Date of the action that is the subject of your complaint:

* Have you exhausted available institutional processes: Yes
No

Provide names and titles of university officials contacted:

* Have you contacted other agencies: Yes
No

If YES, name the agency/agencies:

* Have you contacted an attorney: Yes
No

If YES, provide the name of your attorney:

* Have you initiated court action: Yes
No

* Detail your complaint. Include action(s) and outcome(s):

* What resolution are you seeking:

By entering my name below, I am agreeing to the following statements:

I hereby swear under penalty of perjury that the information contained in this complaint is true and correct to the best of my knowledge.

I consent to the information contained in this complaint being shared with the above named institution.

If the Board office determines that the complaint alleges a violation of laws that another state agency is charged with enforcing, I authorize the Board office to forward the complaint to the appropriate enforcing entity.

I understand that this complaint and other documents generated or obtained to address this complaint may be subject to the Kansas Open Records Act.

* Type your full, legal name:



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UNIVERSITY STUDENT COMPLAINTS

Please read the following information carefully.

In accordance with the U.S. Department of Education Program Integrity Rule, 34 C.F.R. Part 600.9, the Kansas Board of Regents has adopted a process to review and appropriately act on student complaints concerning the six state universities. **The policy** requires that each state university establish procedures to address student grievances and complaints. If after exhausting all available institutional processes a student's complaint remains unresolved, the student may make a complaint to the Board office, in writing, by completing and submitting a **complaint form**.

For information and assistance on institutional grievance or complaint processes, please contact the university using the contact information provided below:

Emporia State University

Lynn Hobson	Associate Vice President for Student Life	Email (620) 341-5267	1200 Commercial Campus Box 4007 Emporia, KS 66801
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Fort Hays State University

Tisa Mason	Vice President of Student Affairs	(785) 628-4277	Sheridan Hall Rm 208 600 Park Street Hays, KS 67601
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Kansas State University

Heather Reed	Associate Dean & Director of Student Life	(785) 532-6432	102 Holton Hall Manhattan, KS 66506
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Pittsburg State University

Jamie Jones	Director of Equal Opportunity	Email (620) 235-4189	218 Russ Hall 1701 S Broadway Pittsburg, KS 66762
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University of Kansas

University of Kansas

	Ombuds Office	Email (785) 864-7261	34 Carruth o'Leary Hall 1246 W. Campus Road Lawrence, KS 66045
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Medical Center

Dorothy Knoll Ph.D.	Dean of Students	Email (913) 588-4698	3901 Rainbow Blvd. 3001 Student Center Kansas City, KS 66160
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Wichita State University

	Office of the Vice President and General Counsel	(316) 978-6791	1845 Fairmount Wichita, KS 67260
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Community Colleges, Technical Colleges, Washburn University and Private Postsecondary Institutions

Community Colleges, Technical Colleges and Washburn University are not governed by the Kansas Board of Regents and should be contacted directly regarding complaints.

*Private Postsecondary Institutions that are regulated by the Board have a different **complaint process**.*

Kansas Board of Regents Policy On Complaint Process

a. Each state university shall establish and enforce explicit procedures to address student grievances and complaints alleging

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university activity, or a university employee act or omission, that is proscribed by Board or institutional policies. Each state university shall create, maintain, and advertise an office of ombudsman or similar single point of contact (listed above) to assist students in determining the appropriate university procedure for initiating a particular complaint or grievance.

b. To address complaints for which there is no other applicable institutional procedure, the chief executive officer of each state university shall designate an office at the Vice Chancellor or Vice President level at each campus for the purpose of receiving and evaluating complaints alleging conduct by employees of the university that is proscribed by Board or institutional policies.

(1) Upon receipt of a written, formal and signed complaint pursuant to this subsection 10.b., the designated official shall notify the chief executive officer of the university and the employee(s) complained about, and shall investigate the merits of the complaint. If the designated official determines that the complaint has merit, that official shall proceed to resolve it through administrative channels if possible.

(2) If it is impossible for the complaint to be resolved by the designated official through administrative channels, the issue shall be referred to the chief executive officer of the university who shall appoint an appropriate institutional committee to hear the complaint.

(3) The hearing committee shall forward its recommendation to the chief executive officer of the university for review. The chief executive officer shall accept, reject, or modify the recommendation of the hearing committee.

(4) This procedure shall not negate any other policy relating to the processing of claims or charges of proscribed conduct which may be made by persons directly involved with or affected by the operation and management of the university.

c. If after exhausting all available institutional grievance or complaint processes a student's complaint remains unresolved, the student may make a complaint to the Board office, in writing, by completing and submitting such forms as may be required by the Board.

(1) The Board will not accept the following types of complaints:

(a) Complaints that are submitted anonymously;

(b) complaints related to matters that are the subject of pending or threatened litigation, or that have already been adjudicated by the courts;

(c) complaints that allege wrongful acts by a person or entity other than a state university or employee of a state university acting in their capacity as a university employee;

(d) complaints regarding actions or matters occurring more than 2 years prior to the submission of the complaint; and

(e) complaints concerning a student's grades or examination results.

(2) Upon receiving a written complaint containing all requisite information, the Board office will conduct the following review:

(a) Determine if the state university has a process for addressing the complaint;

(b) determine if the university process was followed;

(c) determine if the university resolution was reasonable.

d. Complaints alleging violation of laws that another state agency is charged with enforcing may be made directly to that other state or federal agency. Following the process outlined in paragraph c. shall not be considered a requirement for such complaints. Making such a complaint to the Board shall be considered as the complainant's consent to authorize the Board to forward the complaint to the appropriate enforcing entity.

1000 SW Jackson Street, Suite 520
Topeka, KS 66612-1368

tel 785.296.3421 | fax 785.296.0983

Email Us | KBOR on  

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Complaints Against an Affiliated Institution

Each year, the Commission receives a number of complaints about institutions from faculty, students, and other parties. The Commission has established a clear distinction between individual grievances and complaints that appear to involve broad institutional practices. Where a complaint does raise issues regarding the institution's ongoing ability to meet the Criteria of Accreditation, the Commission forwards the complaint to the institution and requests a formal response.

Instructions for Filing a Complaint with the Commission

Individuals interested in bringing an appropriate complaint to the attention of the Commission should take some time to compile a complete submission as outlined below. There is no complaint form.

1. Write a cover letter directed to the Commission containing a brief narrative of the facts of the complaint. In most cases, such a narrative need be no longer than a few pages.
2. Indicate in your complaint why you believe the issues raised in your complaint are accrediting issues. If possible, please review the Commission's Criteria for Accreditation on the Commission's Web site prior to writing this section. You should also indicate how you believe the Commission can assist you with this matter. Remember that the Commission cannot assist you in understanding your tuition bill, arranging for a refund of tuition, obtaining a higher grade for a course, seeking reinstatement to an academic program, etc.
3. Attach documentation to support your narrative wherever possible. (For example, if you make reference in your complaint to an institutional policy, include a copy of the policy with your complaint.) Helpful documentation might include relevant portions of the catalog, letters or e-mail exchanged between you and the institution, learning agreements, etc.
4. A few reminders--
 - o Please type your complaint or print very neatly.
 - o Please do not use abbreviations or nicknames (e.g., NMS or USC or U of N).
 - o Sign and date the cover letter.
 - o Include contact information for future correspondence, with a street address.
 - o If you are writing on behalf of someone else (son/daughter or client), be sure to provide that person's consent in writing to allow you to communicate with the Commission on his/her behalf.
5. Mail the letter and its attachments to the Commission's office at 230 South LaSalle Street, Suite 7-500, Chicago, IL 60604-1413. The Commission does not have an online complaint system and does not accept complaints via e-mail.

Please note that The Commission will not consider those complaints that are not in writing and do not contain the elements noted here. The Commission's complaint policy precludes it from considering matters more than five years old.

The Commission will acknowledge your complaint within thirty days of receiving it and let you know whether your complaint is complete and whether it raises issues that are related to accrediting requirements or whether it is an individual dispute outside the jurisdiction of the Commission's complaint policy.

Email questions to complaints@hlcommission.org.

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Statements and Disclosures

Kansas State University has compiled various resources for prospective students, current students, employees, parents, and the community about Kansas State University in accordance with the Higher Education Opportunity Act (2008) and other federal/state regulatory agencies.

The information has been divided into 11 categories for easier navigation, and provides links to specific websites or downloadable reports. Any questions or comments regarding the information presented on any of these pages may be sent to Steven Hawks, Assistant Director of Assessment/Academic Compliance Officer, at sjhawks2@k-state.edu or 785-532-5712.

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