



## **Kansas Wesleyan University Policy on Student Complaint Procedures**

The Kansas Wesleyan University Student Complaint Policy is available to students who wish to have a concern resolved regarding a university community process or person not covered by existing policies. The objective of the Kansas Wesleyan University Student Complaint Policy is to resolve concerns as quickly and efficiently as possible at the level closest to the student. A complaint should be filed during the semester of occurrence but no later than 60 days from the first day of the following academic semester.

There are four main categories of complaints. These categories are academic, non-academic, business operations, and harassment incidents.

**Academic complaints/grievances** are reported through the appropriate academic leadership for resolution beginning with:

- 1) The faculty member(s) with whom the concern regards (start here for informal complaint), then respective administrator:
- 2) Department Chair (start here for formal complaint),
- 3) Division Chair, and
- 4) Petition to the Provost,

Information regarding the policies and procedures for students who wish to pursue academic complaints and grievances are detailed in the Academic Catalog. The Student Handbook, Teacher Education Handbook, and Nursing Education Handbook also contain procedures. Students who wish to pursue academic complaints and grievances should follow the prescribed policies and procedures outlined in the respective publication.

**Non-academic complaints/grievances** are submitted to the Vice President for Student Development for addressing appropriate action/resolution. This policy/procedure is identified in the Academic Catalog, as well as the Student Handbook.

**Business Operations complaints/grievances** are submitted to the Vice President for Finance & Administration for addressing appropriate action/resolution.

**Harassment incidents** are submitted to the Title IX Coordinator (Vice President for Enrollment Management) for addressing appropriate action/resolution.

Complaints/grievances are provided in the following publications as supporting documentation:

- College Catalog
- Student Handbook
- Nursing Department Handbook
- KWU Website

<b>Supporting Documentation</b>	<b>Location</b>
University Academic Catalog	<a href="http://www.kwu.edu/sites/default/files/1617%20Catalog%20Revision%2010.3.16_0.pdf">http://www.kwu.edu/sites/default/files/1617%20Catalog%20Revision%2010.3.16_0.pdf</a>

Student Handbook	<a href="http://www.kwu.edu/sites/default/files/2016-17%20Handbook.pdf">http://www.kwu.edu/sites/default/files/2016-17%20Handbook.pdf</a>
Nursing Education Handbook	<a href="http://www.kwu.edu/sites/default/files/KWU%20NURSING%20STUDENT%20HANDBOOK%202016-2017.pdf">http://www.kwu.edu/sites/default/files/KWU%20NURSING%20STUDENT%20HANDBOOK%202016-2017.pdf</a>
Teacher Education Handbook	<a href="http://www.kwu.edu/sites/default/files/TE%20Handbook%20No%20Year%20for%2016-17.pdf">http://www.kwu.edu/sites/default/files/TE%20Handbook%20No%20Year%20for%2016-17.pdf</a>
KWU Website	<a href="http://www.kwu.edu/">http://www.kwu.edu/</a>

\*Printed copies may be obtained by contacting the Vice President for Student Development.

### **WHAT IS CONSIDERED A FORMAL COMPLAINT**

Written or typed complaints signed and dated by a student and provided to one of the Reporting Officials will be considered formal complaints. Complaints can be provided via US mail, pirate email, faxed, or hand-delivered. For the purposes of this policy, a student is someone who is currently enrolled full- or part-time or who has recently been enrolled in the institution. If the complainant is someone who has not been enrolled during the previous two semesters or academic year, (or) must reapply for admission, or an alumnus who received a KWU degree or other award two or more years ago, will not be considered a student for the purposes of this policy. Complaints received from non-students will not be tracked for the purposes of this policy, including non-student complaints that might relate to a Kansas Wesleyan University student(s).

### **FILING A STUDENT COMPLAINT**

#### **INFORMAL RESOLUTION**

Initially, the student who is considering the submission of a complaint should attempt to resolve the concern directly with the appropriate faculty member, staff member, or student. If the complainant is not satisfied, or not willing to address the issue with the individual to whom the complaint is directed, a formal process may be initiated.

#### **FORMAL RESOLUTION**

1. Write a letter directed to the Reporting Official containing a brief narrative of the facts of the complaint. There is no formal complaint form. Please type your complaint and sign and date. Include contact information (phone number and email address) for future correspondence.
  - Attach documentation to support your narrative wherever possible. Helpful documentation might include relevant portions of the college catalog, letters or e-mail exchanged between you and a faculty/staff member, etc.
  - Include the specific outcome/remedy you are seeking.
  - Provide the Reporting Official with the report, including the appropriate attachments.
  - Complaints can be provided by:
    - Mailing to the appropriate Reporting Official at: 100 East Claflin Ave., Salina, KS 67401
    - Emailing them from your pirate (personal) email account to the Reporting Official. Staff email addresses are located in the Faculty/Staff Directory at <http://www.kwu.edu/academics/facultystaff-directory> **OR** <http://www.kwu.edu/academics/facultystaff-directory/facultystaff-directory-alphabetical>
    - Delivering to the Reporting Official's campus office (see directory information provided at <http://www.kwu.edu/academics/facultystaff-directory> **OR** <http://www.kwu.edu/academics/facultystaff-directory/facultystaff-directory-alphabetical>)

2. If the complaint is against the Reporting Official, it should be sent to the Reporting Official's supervisor. A university administrator can assist in obtaining the correct supervisor's name and contact information if needed.
3. If the complaint is forwarded to the incorrect Reporting Official, the complaint will be forwarded to the appropriate Reporting Official. The complainant will be notified by the correct Report Official of this action, including the correct name and title of the Reporting Official receiving the complaint.

The Reporting Official will initiate the resolution process by investigating the complaint within ten business days. The Reporting Official will either make appropriate changes/follow-up to resolve the matter or uphold the initial process/policy. A response to the complainant will be sent within ten business days of receipt of the complaint. If a longer time is needed to investigate and make a decision, the Reporting Official will make a reasonable extension of the deadline and contact the complainant to notify them of the new deadline within ten business days of receipt of the complaint.

If the complainant is not satisfied with a resolution, an appeal can be made to the Reporting Official's supervisor within ten business days from the receipt of the decision. If the complaint is against the Reporting Official, an appeal regarding the administrator's decision should be made to the administrator's supervisor. A decision regarding the appeal will be conducted within ten business days of receipt of the complaint appeal. The decision on the appeal is final.

### **TRACKING COMPLAINTS**

Written, formal complaints signed by a student to one of the Reporting Officials will be tracked on a spreadsheet provided on a shared drive. The Reporting Official handling the complaint is responsible for submitting the required information on the spreadsheet, including appeal information. Paper files and supporting documentation may be kept in the respective Reporting Official's area. Tracking information will contain, but is not limited to the following information:

- A copy of the student's complaint.
- The date the initial complaint was received by the Reporting Official.
- The nature of the complaint.
- A decision from the Reporting Official regarding the complaint.
- The University's final decision regarding the complaint, should an appeal occur.
- Time allotted for determining final decision.
- Date of final decision.
- Date of notification to student.

The annual Institutional Record of Student Complaints will be maintained on record for a period of three years. The annual Report will contain the following information:

- A. The total number of complaints received by each Reporting Official.
- B. The nature of complaints received by generic category.
- C. A summary record of each complaint received, the action taken by Reporting Official and/or College.
- D. Date of initial complaint.
- E. Time allotted for determining final decision.
- F. Date of final decision
- G. Date of notification to student.
- H. Complaint trends and how complains were addressed.

### **CONFIDENTIALITY**

The annual Institutional Record of Student Complaints will not include the name or personal I.D. of the complainant or name(s) of any individuals involved in the facts of complaint.

Kansas Wesleyan University is required to share complaint information with accreditors, but individual identities will be shielded.

**INSTITUTIONAL REVIEW**

The annual Institutional Record of Student Complaints will be presented to the President, Provost, Vice Presidents, and when appropriate, to Division Chairs and Department Chairs no later than August following the academic year of the Record. The President will work with this team as needed to develop recommendations and/or additional action to ensure on-going quality service to students.

All formal complaints are holistically reviewed and tracked by Reporting Officials on a case-by-case basis as well as part of an annual review during the summer months prior to the beginning of a new academic year. As a result of said holistic review, current policies are revised based on the evidence of KWU’s formal complaint system, current policies are enforced with no revision, or new policies are crafted to meet the changing needs of our students, institution, and community stakeholders.

The aim of the institution is to resolve issues of dissatisfaction as close to the initial point of contact as possible and to conduct thorough and fair investigations of complaints so that, where appropriate, we can make evidence-based decisions on the data (facts) of each individual case. Early complaint resolution saves the institution time and resources, contributes to the overall efficiency of the University, and ultimately promotes a continued positive experience of our students, faculty, staff, and community members. Our process demonstrates our commitment to valuing formal complaints.

**EXAMPLES OF TYPES OF COMPLAINTS OR APPEALS AND THE REPORTING OFFICER**

<b>APPEAL TYPE</b>	<b>REPORTING OFFICER</b>
Academic continued probation	Vice President for Enrollment Management
Academic suspension status*	Vice President for Enrollment Management
Admittance for suspension from another institution	Vice President for Enrollment Management
Admissions deadline/Late Acceptance	Vice President for Enrollment Management
Enrollment deadline/Late Registration	Vice President for Enrollment Management
Re-admittance for suspension	Vice President for Enrollment Management
Title IX	Title IX Coordinator Address: 100 East Claflin Ave; Salina, KS Phone: 785-833-4306 Email: <a href="mailto:mark.bandre@kwu.edu">mark.bandre@kwu.edu</a> See Title IX Policy*
Athletics	Vice President and Director of Athletics
Academic Conduct	Vice President for Student Development
Housing	Vice President for Student Development

Housing/Dining buy-out	Vice President for Student Development
Non-academic Conduct	Vice President for Student Development
Residency	Vice President for Student Development
Electronic information/IT Conduct/Misuse	Vice President for Student Development/ Director of Information Services
Administrative Drop for Non-payment/Payment deadline	Vice President for Finance & Administration
Billing and No-show Billing	Vice President for Finance & Administration
Course Conflict Enrollment*	Registrar/Petition to the Provost*
Increasing course limits	Registrar/Petition to the Provost*
Transfer course appeal	Registrar/Petition to the Provost*
Accommodation Grievances	Assistant Provost
Accommodation Request Appeals	Assistant Provost
Dual Credit Enrollment deadline/Late Registration	Assistant Provost
KWU Online (Distance Education)	Assistant Provost
Library	Assistant Provost
Grades (see column to the right for the order in which student complaint is to be directed)	1. Instructor (start here for an informal complaint) 2. Department Chair (start here for a formal complaint) 3. Division Chair 4. Petition to the Provost*
Teaching complaint (see column to the right for the order in which student complaint is to be directed)	1. Instructor (start here for an informal complaint) 2. Department Chair (start here for a formal complaint) 3. Division Chair 4. Petition to the Provost*
Active duty withdrawal	Registrar
Add/Drop deadline	Registrar
Graduation application deadline	Registrar
Medical withdrawal	Registrar
Withdrawal deadline	Registrar

Financial aid SAP	Director of Student Financial Planning
Program Admission	Director of Nursing Education Director of Teacher Education

\*Denote appeals that should use the following appeal forms, petition forms, or policy:

Satisfactory Academic Progress Appeal Form and Financial Assistance Appeal Form:

<http://www.kwu.edu/sites/default/files/Appeal%20for%20SAP%20for%20Academic%20and%20FA%20Reinstatement.pdf>

Petition to Appeal Academic Dismissal Form (Petition to the Provost Form):

[https://kwes.acck.edu/ICS/icsfs/Petition\\_to\\_Provost.pdf?target=1595875e-2819-472d-be79-8db918297111](https://kwes.acck.edu/ICS/icsfs/Petition_to_Provost.pdf?target=1595875e-2819-472d-be79-8db918297111)

Course Conflict Enrollment Petition:

[https://kwes.acck.edu/ICS/icsfs/Course\\_Conflict\\_Enrollment\\_Petition.pdf?target=e2a95418-618d-41a2-a317-059facc4d897](https://kwes.acck.edu/ICS/icsfs/Course_Conflict_Enrollment_Petition.pdf?target=e2a95418-618d-41a2-a317-059facc4d897)

Title IX Policy:

<http://www.kwu.edu/sites/default/files/KWU%20Sexual%20Misconduct%20and%20Unlawful%20Harassment%20Policy%20Update%20-%20Jun%202015.pdf>

If the complaint is not addressed above, contact Vice President for Student Development to determine the appropriate party or can send the complaint to one of the Reporting Officers listed above and they will forward to the staff member overseeing the area in which the complaint originated.

## **COMPLAINTS TO THE HIGHER LEARNING COMMISSION**

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. HLC Contact information:

Higher Learning Commission

230 South LaSalle Street, Suite 7-500, Chicago, Illinois 60604-1411

Phone: 312.263.0456. Fax: 312.263.7462. [info@hlcommission.org](mailto:info@hlcommission.org)

Instructions on HLC website: <http://www.ncahlc.org/information-for-the-public/complaints.html>

## **COMPLAINTS TO THE OFFICE OF CIVIL RIGHTS (OCR), DISABILITY BASIS**

Any individual who believes that he or she or a specific individual or class of individuals has been subjected to discrimination on the basis of disability, in a health or human service program or activity conducted by a covered entity, may file a complaint with OCR. Complaints must be filed within 180 days from the date of the alleged discrimination. OCR may extend the 180-day deadline if you can show "good cause."

Include the following information in your written complaint, or request a Discrimination Complaint Form from an OCR Regional or Headquarters office (complaints must be signed by the complainant or an authorized representative):

- Your name, address, and telephone number.

- Name and address of the entity you believe discriminated against you.
- How, why, and when you believe you were discriminated against.
- Timeframe in which allegation occurred.
- Any other relevant information.

Send your signed and dated complaint to the Regional Manager at the appropriate OCR Regional Office, or to the address located below.

**Kansas City**

Office for Civil Rights

U.S. Department of Health and Human Services

601 East 12th Street - Room 353

Kansas City, MO 64106

Customer Response Center: (800) 368-1019

Fax: (202) 619-3818

TDD: (800) 537-7697

Email: [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov)

Upon receipt, OCR will review the information provided. If OCR determines they do not have the authority to investigate your complaint, they will, if possible, refer it to an appropriate agency. Complaints alleging employment discrimination on the basis of disability against a single individual may be referred to the U. S. Equal Employment Opportunity Commission for processing. Private individuals may also bring law suits against a public entity to enforce their rights under Section 504 and the Americans with Disabilities Act (ADA); and may receive injunctive relief, compensatory damages, and reasonable attorney's fees.

For Further Information, contact:

Director

Office for Civil Rights

U.S. Department of Health and Human Services

200 Independence Avenue, SW - Room 506-F

Washington, D.C. 20201

Hotlines: 1-800-368-1019 (Voice) 1-800-537-7697 (TDD)

## COMPLAINTS TO THE DEPARTMENT OF EDUCATION, TITLE IX BASIS

Kansas City Office (OCR Office for Kansas)  
 Office for Civil Rights  
 U.S. Department of Education  
 One Petticoat Lane  
 1010 Walnut Street, 3rd floor, Suite 320  
 Kansas City, MO 64106  
 Telephone: 816-268-0550  
 FAX: 816-268-0599; TDD: 800-877-8339  
 Email: [OCR.KansasCity@ed.gov](mailto:OCR.KansasCity@ed.gov)

U.S. Department of Education  
 (OCR National Headquarters)  
 Office for Civil Rights  
 Lyndon Baines Johnson Department of Education Bldg.  
 400 Maryland Avenue, SW  
 Washington, DC 20202-1100  
 Telephone: 800-421-3481  
 FAX: 202-453-6012; TDD: 800-877-8339  
 Email: [OCR@ed.gov](mailto:OCR@ed.gov)

To file complaints of discrimination with OCR, you may use the online complaint form available at: <http://www.ed.gov/ocr/complaintintro.html> or send a letter to the OCR enforcement office for the State of Kansas.

## COMPLAINTS TO THE DEPARTMENT OF EDUCATION AND/OR ATTORNEY GENERAL'S OFFICE, BY STATE

Department of Education and Attorney General Contact Information by State			
<i>State</i>	<i>Department of Education State Listing</i>	<i>Department of Education State Website</i>	<i>Attorney General State Contact</i>
Alabama	Alabama Commission on Higher Learning	<a href="http://www.ache.state.al.us/">http://www.ache.state.al.us/</a>	Alabama
Alaska	<a href="#">Department of Education and Early Development</a>	<a href="http://www.eed.state.ak.us/">http://www.eed.state.ak.us/</a>	Alaska
Arizona	Department of Education	<a href="http://www.azed.gov/">http://www.azed.gov/</a>	Arizona
Arkansas	Department of Higher Education	<a href="http://www.adhe.edu/">http://www.adhe.edu/</a>	Arkansas
California	California Postsecondary Education Commission	<a href="http://www.cpec.ca.gov/">http://www.cpec.ca.gov/</a>	California
Colorado	Department of Higher Education	<a href="http://highered.colorado.gov/">http://highered.colorado.gov/</a>	Colorado
Connecticut	Department of Education	<a href="http://www.sde.ct.gov/">http://www.sde.ct.gov/</a>	Connecticut
Delaware	Department of Education	<a href="http://www.doe.k12.de.us/">http://www.doe.k12.de.us/</a>	Delaware
Florida	Department of Education	<a href="http://www.fldoe.org/">http://www.fldoe.org/</a>	Florida
Georgia	Department of Education	<a href="http://www.doe.k12.ga.us/">http://www.doe.k12.ga.us/</a>	Georgia
Hawaii	Department of Education	<a href="http://doe.k12.hi.us/">http://doe.k12.hi.us/</a>	Hawaii
Idaho	State Board of Education	<a href="http://www.boardofed.idaho.gov/">http://www.boardofed.idaho.gov/</a>	Idaho
Illinois	Board of Higher Education	<a href="http://www.ibhe.state.il.us/">http://www.ibhe.state.il.us/</a>	Illinois
Indiana	Commission for Higher Education	<a href="http://www.in.gov/che/">http://www.in.gov/che/</a>	Indiana
Iowa	Department of Education	<a href="http://educateiowa.gov/">http://educateiowa.gov/</a>	Iowa
Kansas	Department of Education	<a href="http://www.ksde.org/">http://www.ksde.org/</a>	Kansas
Kentucky	Council on Postsecondary Education	<a href="http://cpe.ky.gov/">http://cpe.ky.gov/</a>	Kentucky
Louisiana	Department of Education	<a href="http://www.doe.state.la.us/">http://www.doe.state.la.us/</a>	Louisiana
Maine	Department of Higher Education	<a href="http://www.maine.gov/education/highered/">http://www.maine.gov/education/highered/</a>	Maine



Maryland	Higher Education Commission	<a href="http://www.mhec.state.md.us/">http://www.mhec.state.md.us/</a>	Maryland
Massachusetts	Department of Higher Education	<a href="http://www.mass.edu/">http://www.mass.edu/</a>	Massachusetts
Michigan	Department of Education	<a href="http://www.michigan.gov/mde">http://www.michigan.gov/mde</a>	Michigan
Minnesota	Office of Higher Education	<a href="http://www.ohe.state.mn.us/">http://www.ohe.state.mn.us/</a>	Minnesota
Mississippi	Department of Education	<a href="http://www.mde.k12.ms.us/">http://www.mde.k12.ms.us/</a>	Mississippi
Missouri	Department of Higher Education	<a href="http://dhe.mo.gov/">http://dhe.mo.gov/</a>	Missouri
Montana	Department of Education	<a href="http://mt.gov/education.asp">http://mt.gov/education.asp</a>	Montana
Nebraska	Department of Education	<a href="http://www.education.ne.gov/">http://www.education.ne.gov/</a>	Nebraska
Nevada	Department of Education	<a href="http://www.doe.nv.gov/">http://www.doe.nv.gov/</a>	Nevada
New Hampshire	Department of Education, Higher Education	<a href="http://www.education.nh.gov/highered/">http://www.education.nh.gov/highered/</a>	New Hampshire
New Jersey	Commission on Higher Education	<a href="http://www.state.nj.us/highereducation/">http://www.state.nj.us/highereducation/</a>	New Jersey
New Mexico	Department of Education	<a href="http://sde.state.nm.us/">http://sde.state.nm.us/</a>	New Mexico
New York	Office of Higher Education	<a href="http://www.highered.nysed.gov/">http://www.highered.nysed.gov/</a>	New York
North Carolina	State Board of Education	<a href="http://www.dpi.state.nc.us/stateboard/">http://www.dpi.state.nc.us/stateboard/</a>	N. Carolina
North Dakota	Department of Public Instruction	<a href="http://www.dpi.state.nd.us/">http://www.dpi.state.nd.us/</a>	N. Dakota
Ohio	Department of Education	<a href="http://www.ode.state.oh.us/">http://www.ode.state.oh.us/</a>	Ohio
Oklahoma	Department of Education	<a href="http://www.sde.state.ok.us/">http://www.sde.state.ok.us/</a>	Oklahoma
Oregon	Department of Education	<a href="http://www.oregon.gov/ODE/">http://www.oregon.gov/ODE/</a>	Oregon
Pennsylvania	Department of Education	<a href="http://www.education.state.pa.us">http://www.education.state.pa.us</a>	Pennsylvania
Rhode Island	Department of Elementary & Secondary Education	<a href="http://www.ride.ri.gov/">http://www.ride.ri.gov/</a>	Rhode Island
South Carolina	Commission on Higher Education	<a href="http://www.che400.state.sc.us/">http://www.che400.state.sc.us/</a>	S. Carolina
South Dakota	Department of Education	<a href="http://doe.sd.gov/">http://doe.sd.gov/</a>	S. Dakota
Tennessee	Higher Education Commission	<a href="http://www.state.tn.us/thec/">http://www.state.tn.us/thec/</a>	Tennessee
Texas	Higher Education Commission Board	<a href="http://www.thecb.state.tx.us/">http://www.thecb.state.tx.us/</a>	Texas
Utah	State Board of Education	<a href="http://www.schools.utah.gov/">http://www.schools.utah.gov/</a>	Utah
Vermont	Department of Education	<a href="http://education.vermont.gov/">http://education.vermont.gov/</a>	Vermont
Virginia	Department of Education	<a href="http://www.doe.virginia.gov/">http://www.doe.virginia.gov/</a>	Virginia
Washington	Higher Education Coordinating Board	<a href="http://www.hecb.wa.gov/">http://www.hecb.wa.gov/</a>	Washington
West Virginia	Department of Education	<a href="http://wvde.state.wv.us/">http://wvde.state.wv.us/</a>	West Virginia
Wisconsin	Higher Educational Aids Board	<a href="http://www.heab.state.wi.us/">http://www.heab.state.wi.us/</a>	Wisconsin
Wyoming	Department of Education	<a href="http://edu.wyoming.gov/">http://edu.wyoming.gov/</a>	Wyoming
Washington DC	Office of the State Superintendent of Education	<a href="http://osse.dc.gov/">http://osse.dc.gov/</a>	Washington DC

1. Student Complaint Procedures

<http://www.kwu.edu/current-students/student-development/student-development-policies>

2. Resolve Issues with Online Course – kwueverywhere.edu Online page

<http://www.kwu.edu/academics/kwu-everywhere/resolve-issues-with-your-online-course>

Online Student/Faculty Handbook Draft p. 8

<http://www.kwu.edu/academics/kwu-global/kwu-online>

3. Grade Appeal Procedure – Catalog pg. 32

<http://www.kwu.edu/sites/default/files/1617%20Catalog%20Final%20Draft.pdf>

4. Satisfactory Academic Progress Standards – Catalog pp. 32-34

<http://www.kwu.edu/sites/default/files/1617%20Catalog%20Final%20Draft.pdf>

5. Academic Honor Code – Catalog pp. 34-35

<http://www.kwu.edu/sites/default/files/1617%20Catalog%20Final%20Draft.pdf>

6. Involuntary/Administrative Withdrawal – Catalog pp. 39-40

<http://www.kwu.edu/sites/default/files/1617%20Catalog%20Final%20Draft.pdf>

7. Transfer Policies Published – Catalog pp. 17-18

<http://www.kwu.edu/sites/default/files/1617%20Catalog%20Final%20Draft.pdf>

[www.kwu.edu/academics/enrollment-and-registration/transfer-credit-equivalency-guides](http://www.kwu.edu/academics/enrollment-and-registration/transfer-credit-equivalency-guides)

(p. 32)