



---

**POLICY TITLE:** Policy and Procedures Relating to Student Grievances and Complaints

---

**POLICY PURPOSE:** To establish the procedures relating to the handling of student grievances and complaints

**BACKGROUND:** The Kansas Board of Regents requires each state university to establish and enforce explicit procedures to address student grievances and complaints alleging university activity, or a university employee act or omission, that is proscribed by Board or institutional policies. Each state university is required to create, maintain and advertise a single point of contact to assist students in determining the appropriate university procedure for initiating a particular complaint or grievance.

**APPLIES TO:** All university students

**DEFINITIONS:**

**CONTENTS:**

**POLICY STATEMENT:** The University Compliance Officer is appointed as the single point of contact at Fort Hays State University for students to contact for assistance in determining the appropriate university procedure for initiating a complaint or grievance. In the event that the grievance or complaint involves a subject matter that is not covered by existing policy, the student will be referred to the Vice President of Student Affairs for handling the complaint in accordance with the Board of Regents policy entitled "Complaint Process."

**EXCLUSIONS OR SPECIAL CIRCUMSTANCES:**

**RELATED DOCUMENTS:** **Policies:** Board of Regents' Complaint Policy; various policies referred to in the document entitled "University Policies for Student Complaint Procedures" attached hereto.

**Forms:**

**Other:**

**KEYWORDS:** Student, complaint, grievance, Kansas Board of Regents, Assistant Vice President of Student Affairs for Student Life, Vice President of Student Affairs

**RESPONSIBLE OFFICE:** University Compliance Office

**RESPONSIBLE UNIVERSITY OFFICIAL:** Compliance Officer

**ORIGINATION DATE:** 5/8/2013

**REVIEW CYCLE:** Every 3 years

---

**POLICY ADDRESS:**

**LAST APPROVED ON:** Adopted by ELT on 8/12/2016

Adopted by President's Cabinet on 5/8/2013

**REVIEW/CHANGE HISTORY:**

**NEXT REVIEW DATE:** 8/2019

---