



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: Student grievances may fall under various University policies or procedures, depending on the nature and subject matter of the concern. The University Compliance Officer is appointed as the single point of contact at Fort Hays State University (FHSU) 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 or procedure, 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." The University Compliance Office tracks formal complaints received by the Office and works to ensure that all such complaints are handled in an effective and timely manner. FHSU does not tolerate retaliation against individuals who file a complaint or who cooperate in the investigation of such complaints.

EXCLUSIONS OR SPECIAL CIRCUMSTANCES:

RELATED DOCUMENTS: **Policies:** Kansas Board of Regents Policy on Complaint Process; University Policies

Forms:

Other:

KEYWORDS: Student, complaint, grievance, Kansas Board of Regents, Vice President of

Student Affairs

**RESPONSIBLE
OFFICE:** University Compliance Office

**RESPONSIBLE
UNIVERSITY
OFFICIAL:** Compliance Officer

ORIGINATION DATE: 05/08/2013

REVIEW CYCLE: Every 3 years

POLICY ADDRESS:

**LAST
APPROVED ON:** Adopted by President's Cabinet on 03/01/2023

**REVIEW/CHANGE
HISTORY:** Adopted by President's Cabinet on 07/24/2019

Adopted by ELT on 08/12/2016

Adopted by President's Cabinet on 05/08/2013

**NEXT REVIEW
DATE:** 03/2026
