nic Grievance

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 Chief Academic Officer (CAO).

Complaints related to the application of state laws or rules related to approval to operate or licensure of a particular professional program within a postsecondary institution shall be referred to the appropriate State Board (i.e., State Boards of Health, State Board of Education, and so on) within the Kansas State Government and shall be reviewed and handled by that licensing board (https://portal.kansas.gov/agencies/ and then search for the appropriate division);

Complaints related to state consumer protection laws (e.g., laws related to fraud or false advertising) shall be referred to the Consumer Protection Division in the office of the Kansas Attorney General and shall be reviewed and handled by that Unit (http://ag.ks.gov/consumer-protection).

Higher Learning Commission (HLC)

Allegations regarding noncompliance with accreditation standards, policies, and procedures may be made to HLC, 230 South LaSalle Street, Suite 7-500, Chicago, IL 60604. The Commission's complaint policy, procedure and the Complaint form may be found on their website:

https://www.ncahlc.org/HLC-

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^{*} Program specific grievance processes may apply as an initial step and can be reviewed in a major specific handbook.

- Arising from any area on campus
- Means of transmission shows 'investment of seriousness' which includes: letter or form (can be emailed), signed and dated, and may follow a meeting with the CAO.

Timely

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