

Complaint Form

Seward County Community College strives to provide the best instructional atmosphere and level of service to students. At times, however, students may have an issue, concern or complaint regarding their educational experience. In such cases, the College strives to resolve issues as quickly as possible and at the level closest to the issue.

Students should follow the procedures listed below to resolve their concerns or complaints.

Step 1: Informal Resolution

Complaint regarding a class or instructor: The first step a student must take in resolving a complaint regarding an academic situation is to discuss it with the faculty member directly. If that discussion does not resolve the issue, the student should speak to the dean of the academic department. If there is no resolution at that level, the student may file a formal written complaint below.

Complaint about another student: The first step is to discuss the concern with the other student. If the student with the concern is uncomfortable addressing the other student, he or she may contact the Security Office or the Dean of Students both of which are located in the Hobble Academic Building. If there is no resolution at that level, the student may file a formal written complaint below.

Other complaints: If the student has a complaint regarding college services (e.g., financial aid, facilities, advising and registration, admissions, computer accounts, etc.), he or she should first attempt to resolve the issue by speaking with a staff member or supervisor in that department. If the issue is not resolved at that level, the student may file a formal written complaint below.

Step 2: Formal resolution

A student who has attempted informal resolution without success may file a formal complaint. The student should fully complete and submit the electronic student complaint form. This form will be submitted to the appropriate vice president over the area in which the student has a concern. The vice president (or designee) will conduct an investigation within 10 working days of receiving the complaint. The vice president (or designee) will communicate the outcome of the investigation to the student in no more than 30 working days of receiving the complaint.

Form Instructions:

1. Please *download* this form.
2. Please fill the form out.
3. Please submit the form.

Department: (required)

Full Name: (required)

Student ID Number: (required)

Street: (required)

City: (required)

State: (required)

Zip code: (required)

Telephone: (required)

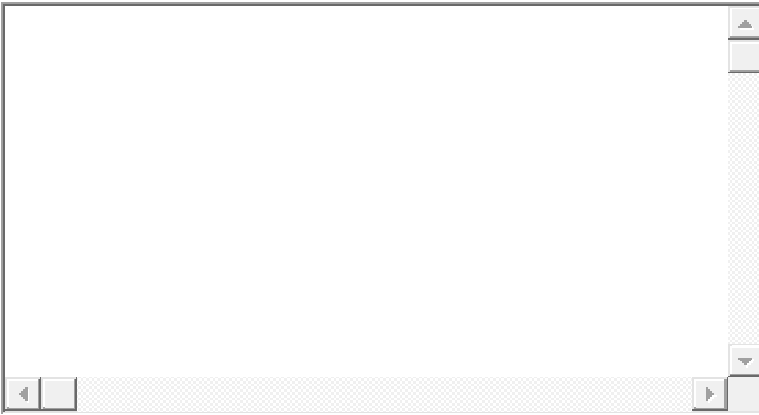
E-mail: (required)

This complaint is in reference to: (required)

Course Subject and Number (ex: EG 1103, MA 1173, etc.) (if Faculty or Curriculum Issue)

Summary of Complaint

What steps have you already taken to resolve the issue?

A large, empty rectangular text area with a light gray background and a thin black border. It contains no text or other content.

Submit Form (Please press only once!)

Clear

If a solution has not been reached through the above procedures, the grievant may submit a written grievance to the President of the College. The President will respond in writing regarding the decision of whether the process for appeals was correctly followed within ten (10) working days after the grievance is appealed.

If a solution has not been reached through the above procedures, the grievant may appeal to same in writing to the Board of Trustees within ten (10) working days after the delivery of the President's decision. The Board will review the grievance and the record of the above procedures at their next regularly scheduled meeting. Any pertinent evidence or argument which the grievant desires to submit or which the Board deems necessary may be presented at that meeting. The Board will review the process and thereafter render its decision and submit a copy of the same in writing to the grievant within twenty (20) working days following the next regularly scheduled Board meeting.

Additional Resources

- Consumer protection and/or fraud complaints may be filed with the Kansas Attorney General's office. <http://ag.ks.gov/file-a-complaint>
- Discrimination complaints may be filed with the Kansas Human Rights Commission. <http://www.khrc.net/complaint.html>
- Complaints regarding State Authorization Reciprocity Agreement (SARA) courses delivered by SARA member community colleges may be filed by students enrolled in those courses with the Kansas Board of Regents office. http://www.kansasregents.org/academic_affairs/sara

- Kansas Community Colleges are regionally accredited by the North Central Association of the Higher Learning Commission on Colleges and Universities (NCAHLC). Complaints regarding an institution's ongoing ability to meet the Criteria of Accreditation may be filed by following the guidelines at <https://www.hlcommission.org/HLC-Institutions/complaints.html>.