



## Board of Trustees Student Complaint Process

Within two years of the incident about which the student is complaining, he/she should contact the Board of Trustees using the FSCC Student Complaint Form.

Please follow the steps outlined below to submit a complaint:

### **STEP 1**

If a student has concerns related to classroom situations or administrative actions, he/she should contact the faculty or staff member(s) with whom he/she has a conflict (<http://www.fortscott.edu/directory>). It may be possible to resolve the concerns without the need for formal institutional action. If the student's complaint is not resolved through this action, he/she should contact the department or program chair or division head or dean. If the student's complaint is not resolved satisfactorily, or if the complaint cannot be resolved by contacting the faculty/ staff member(s) or chair/dean, the student should proceed to STEP 2.

### **STEP 2**

The student should file a complaint through his/her institution of higher education's established complaint process. Information on the process can usually be found in the institution's academic catalog, student handbook, or website (<http://www.fortscott.edu/catalog> pg 12). If the student is unable to resolve the complaint in this manner, he/she should proceed to STEP 3.

### **STEP 3**

The student must complete the Board's Student Complaint Form. After receiving a complaint through our complaint form, the Board will review the submitted materials and contact the submitter for any required additional information or clarifications. The Board will then send a copy of the complaint to the institution against which the complaint has been filed and ask for a response within three weeks. After receiving the college's response, the Board will determine whether the institution's student complaint process has been followed and exhausted and what additional steps or follow-up may be taken. The Board will inform both parties involved in the complaint.

If the student has additional questions about the complaint process, or wants to clarify that the individual complaint is reviewable by the Board, please feel free to contact the Dean of Student's office at 620.223.2700 ext. 3500.

### 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](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>.

#### To file a complaint, send a written complaint:

Fort Scott Community College Board of Trustees

2108 S Horton

Fort Scott, KS 66701

620.223.2700

[alysiaj@fortscott.edu](mailto:alysiaj@fortscott.edu)

#### The written complaint should include the following information:

1. Name, current mailing address, phone number of complainant
2. Email address
3. Dates of your enrollment
4. Details of your complaint
5. Expected outcome

The Board will reply to you within 10 business days to let you know they have received your complaint and whether it requires any additional information. The Board will let you know their tentative plan for investigating and resolving the complaint, and will update you if it takes longer than originally planned. The Board will send you a written response, usually within 45 days of receipt of your complaint, explaining the investigation and the resolution.