

Students have the right to be heard and their complaints acted upon if and when they feel that decisions made or actions taken are unfair, unreasonable or discriminatory. Students should first seek relief with their instructor. If unsuccessful, students are encouraged to take their complaint to their Division Chairperson. If unsuccessful after visiting with their Division Chairperson, students are encouraged to seek assistance from the Dean of Enrollment Management and, if no relief is found after visiting with the Dean of Enrollment Management, from the Vice President of Student Services. Official complaint forms can be obtained in the Student Services office.

Otherwise, a student may file a complaint with the President regarding an employee, rule or regulation. The complaint must be filed in writing within 20 calendar days following the act or event from which the complaint arose. The written complaint must contain specific details regarding the incident, employee or school regulation, which is being protested. The President will respond to a complaint which has been appropriately filed and provide a time line for official response. The official response will be given to the student in writing.

If a student does not accept the President's official response, the student has the option of proceeding to the Board of Trustees. The complaint must be filed in writing to the Clerk of the Board within 10 days after the official response from the President is first received. The Clerk of the Board will respond to a complaint, which has been appropriately filed, within 10 days of receiving the written complaint. The Clerk of the Board will provide a time line for official response from the Board of Trustees. Board members may choose to invite the student to an executive session in order to gain further information. The official response of the Board of Trustees will be given to the student in writing. The Board's decision shall be final.

If you are taking online courses from Flint Hills Technical College and you have a complaint, you need to go through the steps listed above. If you still feel that you have not gotten relief, please fill out the form below and submit the form via the instructions below.

Kansas Board of Regents

1000 SW Jackson, Suite 520

Topeka, KS 66612-1368

STATE AUTHORIZATION RECIPROCAL AGREEMENT (SARA) COMPLAINT PROCEDURE

The Kansas Board of Regents (KBOR) is authorized to investigate complaints received from out-of-state students enrolled in programs offered by Kansas based “State Authorization Reciprocal Agreement” (SARA) member institutions. For purposes of KBOR jurisdiction, the SARA applies to postsecondary educational institutions that are (1) SARA members (having applied and been approved) (2) physically located in Kansas and (3) that offer online degree programs to out-of-state students who reside in another SARA state.

Out-of-state students enrolled in programs offered by a Kansas-based SARA member institution, and who reside in a different state that is also a party to the SARA Agreement, may make a complaint regarding that program and institution by using the **KBOR SARA COMPLAINT FORM**.

Whenever possible, before making a complaint the student should attempt to reach a solution by first taking the following steps:

1. Discuss the issue thoroughly with the teacher or other involved school employee(s).
If there is no resolution continue to Step 2.
2. Discuss the issue with the manager or director of the school.
If there is no resolution continue to Step 3.
3. Present the facts and issue to the owner of the school.
If there is no satisfactory resolution, file a written complaint with KBOR using the **KBOR SARA Complaint Form**.

KANSAS BOARD OF REGENTS (KBOR) SARA COMPLAINT FORM

If you are a student who resides in a SARA member state other than Kansas, who is or was enrolled in an program offered by a Kansas-based SARA member institution, and you wish to make a complaint about that school or program, please complete this form and attach copies of any additional documents you believe will provide pertinent information.

Complete this online form and upload all associated documents to complaints@ksbor.org

OR

Send the completed form and attached documents to:

Kansas Board of Regents
SARA Complaint Division
1000 SW Jackson St., Suite 520
Topeka, Kansas 66612-1368

OR

FAX the forms and documents to: 888-975-8313

1. Your Information:

Name: _____
Current Address: _____

City: _____
State: _____
Zip: _____
Phone Number: Daytime _____ Evening _____
Email: _____
Student's Address at time of enrollment: _____ Same as above _____ different than above _____
If Different than above, provide address at time of enrollment:

2. School Information:

School's Name: _____
Address: _____

City: _____
State: Kansas
Zip: _____
Phone Number: _____
Email: _____

3. Program information

Name of Program: _____
Degree or Certificate Offered: _____
Date of Enrollment in program: _____

4. School personnel contact information

List all school personnel who are involved or that you have contacted about this matter – attach additional pages if necessary:

Name: _____
Title: _____

Contact (address, phone number, email, etc.):

5. Complaint (describe nature of situation or problem). Attach additional pages if necessary:

6. Requested Remedy or Assistance

What resolution are you seeking? _____

Explanation - State why you are seeking this remedy or result (attach copies of any documents related to specific requests - evidence of why you believe that the requested resolution is appropriate or owed to you): _____

7. Prior Attempts to Resolve the Issues:

A. Have you contacted the school about this matter?

Yes _____ No _____

If no, state why not: _____

If yes state:

When: _____

In writing? Yes _____ No _____ (if yes, attach copies)

Did you receive a response from the school? Yes _____ No _____

If yes, what was the school's response? (if in writing, attach copies)

B. Have you filed a complaint with any other agency (Better Business Bureau, Attorney General's Office, U.S. Department of Education, etc.)? Yes _____ No _____

If yes, what was the agency's response? (If in writing, attach copies)

C. Have you contacted a private attorney to assist you with this matter and/or is any attorney currently assisting or advising you in this matter? Yes _____ No _____

If yes, provide the name and address of the attorney:

D. Have you been involved in any judicial or administrative proceedings with the school?

Yes _____ No _____

If yes, describe the law suit or administrative procedure and attach related paperwork (nature of case, who filed, when was it filed, what is its current status, what is/was the outcome, etc.):

8. Documentation

PROVIDE COPIES OF ALL DOCUMENTS RELEVANT TO THIS COMPLAINT; FOR EXAMPLE - ADVERTISING MATERIAL YOU RELIED UPON, CONTRACTS YOU SIGNED, E-MAILS, INFORMATION or STATEMENTS PROVIDED TO YOU BY THE SCHOOL, ENROLLMENT AGREEMENTS, CATALOGS, RECEIPTS, LETTERS, CHECKS (front and back), BILLS, ETC.

Are All Relevant Documents Enclosed or Attached? Yes _____ No _____

If "No," List what it is not included and explain why it was omitted:

9. Verification

I understand and agree that the Kansas Board of Regents (KBOR) and its staff are not my agents or attorneys, nor do they represent me in any legal capacity. I understand that Kansas law limits the time period during which I may file private legal action(s). I understand that I should contact a private attorney if I have any questions about my legal rights and responsibilities or if I need legal assistance with this matter. I further understand and agree that this completed form, including my responses and attached documents may be forwarded to the school against whom the complaint is directed, and to other individuals or agencies as appropriate. I agree and understand that once I send a complaint form or any other documents to KBOR those documents become public records subject to the Kansas Open Records Act (KORA) and potential subpoenas, and may become accessible should a request for copies be made to the KBOR. Finally, I declare and verify that all of the contents and statements I make in this complaint form are true and correct to the best of my knowledge.

Signature: _____

Date: _____