



---

**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:** 5/8/2013

**CHANGE HISTORY:** Adopted by President's Cabinet 3/01/2023  
Adopted by President's Cabinet 7/24/2019  
Adopted by ELT on 8/12/2016  
Adopted by President's Cabinet on 5/8/2013

---