



Policy Title	Complaint Resolution Policy Statement
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Responsible Office	Office of the President
Contact Information	Office of Institutional Effectiveness Phone: 470-578-6976 Email: policy@kennesaw.edu

1. Policy Purpose Statement

Kennesaw State University (KSU or the University) is committed to providing a high-quality educational environment and opportunities that are central to an academic community of learning, teaching, research, scholarship, and service. As such, the University strives to be alert to the needs of the University community by maintaining an environment in which appeals, grievances, and complaints are addressed in an expeditious, fair, and collegial manner. This policy provides an overview of some of the University's processes in place for faculty, students, staff, and third parties to follow in seeking resolution of a formal complaint or grievance.

2. Background

KSU recognizes its responsibility to address complaints by taking into consideration the interests of all involved – those raising a complaint and those against whom the complaint is raised, as well as others with a stake in the process. Concerns that lead to disputes are best addressed through direct discussions among the parties to the disputes. When such direct discussions fail to resolve a dispute or are not feasible, the parties are encouraged to seek assistance from the University Ombudsman Office for possible resolution *before* initiating a formal appeal or complaint process.

KSU's approach to resolving formal written appeals, grievances, or complaints is to direct the matter to the most appropriate office. The personnel of those offices possess the qualifications, experience, and knowledge to manage a formal resolution process as well as to work in a collaborative and confidential manner to reach a resolution for each individual based on the merits of his or her case.

3. Scope (Who is Affected)

This policy covers faculty, students¹, and staff of the University as well as third-parties as applicable to federal or state law or regulation.

¹ Policies affecting students are provided to the Office of the Provost and the Division of Student Affairs to disseminate and publish according to their protocols in addition to publication on the Policy at KSU website.

4. Exclusions or Exceptions

Any exclusions or exceptions are noted within the respective associated policies or procedures.

5. Definitions and Acronyms

Please refer to the policy or process associated with the type of appeal, complaint, or grievance for definitions. Additionally, the office responsible for administering a policy or process for an appeal, complaint, or grievance can assist individuals with those definitions.

6. Policy

Depending on the type of appeal, complaint, or grievance, faculty, students, and staff should select the appropriate policy or procedure provided within this section. If there is any question or concern about the appropriate resolution process, the University ombuds are available for guidance.

Appeal, Complaint, and Grievance Resources

Policies and procedures regarding issues that are *commonly inquired about* are provided below.

- a. Academic Matters
 - 1) Complaints Against Faculty
 - 2) Grade Appeal

- b. Behavior and Conduct Matters
 - 1) Equal Opportunity Office and Title IX
 - 2) Employment Policies
 - 3) Employment Relations Problem Resolution
 - 4) Handbooks
 - i. *Employee Handbook*
 - ii. *Faculty Handbook*
 - iii. *Student Handbook*
 - iv. *University Handbook*
 - 5) Hotlines
 - i. Board of Regents Fraud, Waste and Abuse Reporting
 - ii. KSU Ethics and Compliance Reporting Hotline
 - 6) Reporting Academic and General Misconduct
 - 7) Sexual Misconduct
 - 8) Student Conduct and Academic Integrity

- c. Financial Matters
 - 1) Financial Aid Eligibility and Appeals
 - 2) Parking Violations
 - i. Faculty, Staff, and Visitors
 - ii. Students
 - 3) Pay and Benefits
 - 4) Tuition and Fees - Rates and Refunds
 - 5) Military/Veteran Services

- d. University Matters
 - 1) Americans with Disabilities Act of 1990
 - 2) FERPA
 - 3) Consumer Complaints and Appeals
 - 4) Research Misconduct
 - 5) University Regional Accreditation

For more information about these or other issues, individuals may contact the University Ombudsman Office.

7. Associated Policies/Regulations

- a. Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) policy, "Complaint Procedures Against SACSCOC or Its Accredited Institutions."
- b. Board of Regents (BOR) *Policy Manual*, 2.5.4 Agreements (Presidential Authority and Responsibilities)
- c. BOR *Policy Manual*, 4.7.1 Student Appeals
- d. BOR *Policy Manual*, 4.7.2 Appeals on Other Matters
- e. BOR *Policy Manual*, 8.2.2.1 Employment Appeals
- f. BOR *Policy Manual*, 8.6 Application for Discretionary Review
- g. KSU University Handbook
- h. KSU Faculty Handbook
- i. KSU Employee Handbook
- j. KSU Student Handbook

8. Procedures Associated with this Policy

Procedures are specific to the type of appeal, complaint, or grievance; therefore, the office handling an appeal, complaint, or grievance will provide those procedures once contacted by an individual who wishes to file a formal appeal, complaint, or grievance.

9. Forms Associated with this Policy

Forms are specific to the type of appeal, complaint, or grievance; therefore, the office handling an appeal, complaint, or grievance will provide those forms once contacted by an individual who wishes to file a formal appeal, complaint, or grievance.

10. Violations

It is essential that all members of the University community—faculty, students, and staff—uphold their rights and responsibilities through an atmosphere of mutual respect. Any violation of these rights and responsibilities or failure to meet responsibilities in resolving a formal appeal, complaint, or grievance will be handled according to its applicable governing policy, regulation, or law.

11. Review Schedule

The Complaint Resolution Policy is reviewed annually by the Office of Institutional Effectiveness in collaboration with University offices.