

## PROCEDURE 4.10 STUDENT COMPLAINTS PROCESS

Labette Community College welcomes input to improve our processes that affect student success. As a part of this process, LCC has a variety of ways it records and responds to complaints.

If someone has a minor complaint or something that is not a misapplication of a College policy, procedure, or practice, students can fill out a form online through the Virtual Suggestion Box that is located on the homepage at [www.labette.edu](http://www.labette.edu). Signs are posted on campus and at the Cherokee Center letting students know this is available. When a student submits a form online, the Webmaster forwards the e-mail to the Vice President of Finance and Operations who then reviews the suggestion, contacts the appropriate departments to determine solutions, and if a name is provided, follows up with the person to ensure that they know their concern has been addressed. In addition, the appropriate administrator is asked to send a copy of the solution to the Vice President of Finance and Operations.

If a response is not received, the Vice President of Finance and Operations sends one reminder before alerting the appropriate administrator that an issue has not be addressed. When a response is received, the President of Finance and Operations records the suggestion and notes regarding the solution.

If a student believes there has been a misapplication of College policy, procedure, or practice, which adversely affects him/her, the student can then follow the Student Grievance Procedure outlined in LCC Procedure 4.081, Section M. The Student Grievance Procedure is located in the LCC Policy and Procedure Manual and the College Catalog.

### 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>.

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