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Policy on Complaint Process

In accordance with the U.S. Department of Education Program Integrity Rule, 34 C.F.R. Part 600.9, the Kansas Board of Regents has adopted a process to review and appropriately act on student complaints concerning the six state universities. The policy requires that each state university establish procedures to address student grievances and complaints.

Pittsburg State University Policy on Complaint Process

Pittsburg State University shall enforce explicit procedures to address student grievances and complaints alleging university activity, or a university employee act or omission, which is proscribed by Board or PSU policies. The single point of contact to assist students in determining the appropriate university procedure for initiating a particular complaint or grievance at PSU is the Director of Human Resource Services and Acting Director of the Office of Institutional Equity.

To address complaints for which there is no other applicable institutional procedure, the Chief Executive Officer of PSU has designated the Vice President for Student Life, Dr. Steve Erwin, to receive and evaluate complaints alleging conduct by employees of the university that is proscribed by Board or PSU policies.

Upon receipt of a written, formal and signed complaint, the Vice President shall notify the Chief Executive Officer of PSU and the employee(s) complained about, and shall investigate the merits of the complaint. If the Vice President determines that the complaint has merit, he or she shall proceed to resolve it through administrative channels if possible.

If it is impossible for the complaint to be resolved by the Vice President through administrative channels, the issue shall be referred to the Chief Executive Officer of PSU who shall appoint an appropriate institutional committee to hear the complaint.

The hearing committee shall forward its recommendation to the Chief Executive Officer of PSU for review. The Chief Executive Officer shall accept, reject, or modify the recommendation of the hearing committee.

This procedure shall not negate any other policy relating to the processing of claims or charges of proscribed conduct which may be made by persons directly involved with or affected by the operation and management of the university.

If after exhausting all available institutional grievance or complaint processes a student's complaint remains unresolved, the student may make a complaint to the Board office, in writing, by completing and submitting such forms as may be required by the Board.

See: [Kansas Board of Regents' State University Student Complaint Form](#)

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