



HLC Accreditation Evidence

Title: Student Complaint Process

Office of Origin: Vice President of Student Services

Board of Trustees Student Complaint Process

You are urged to first register your complaint through Barton's Student Problem Resolution Process. Most problems can be resolved through that process.

To file a complaint with Barton's Board of Trustees, send a written summary to:

Barton Community College Board of Trustees
Attn: BOT Student Complaint Process
245 NE 30 Rd
Great Bend, KS 67530

The written summary should include the following information:

1. Name, current mailing address, phone number of complainant
2. Email address
3. Dates of your enrollment
4. Details of your complaint
5. Expected outcome

The Board will reply to you within 10 business days to let you know they have received your complaint and whether it requires any additional information. The Board will let you know their tentative plan for investigating and resolving the complaint, and will update you if it takes longer than originally planned. The Board will send you a written response, usually within 45 days of receipt of your complaint, explaining the investigation and the resolution.

In addition to utilizing the Board of Trustees complaint process, you may use the following:

- Barton Student Problem Resolution Process -- http://docs.bartonccc.edu/procedures/2615-problem_resolution.pdf
- Consumer protection and/or fraud complaints may be filed with the Kansas Attorney General's office. Complaint process -- <http://www.ag.ks.gov/file-a-complaint>.
- Discrimination complaints may be filed with the Kansas Human Rights Commission. Complaint process -- <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. Contact information -- http://kansasregents.org/resources/PDF/Academic_Affairs/3257-ComplaintForm_SARAINstitutions.pdf
- 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>.

Complaints versus Grievances:

Complaints can be about anything general or systemic in nature impacting many students. Examples: The instructor for the "XYZ" course did not show up for half of the scheduled classes. The classroom did not have air-conditioning resulting in a poor learning environment. One of the courses required for my program is only offered once a year resulting in taking longer for me to complete my program. **Use the BOT Student Complaint Process.**

Grievances: Personal situations involving a violation of the published student-school, state, or federal policies and procedures.

Examples: I did not receive an Academic Scholarship even though I met the application deadline and all qualifications, I was not allowed to inspect my educational records even though I made a request to do so. My grade was docked for being absent from class even though the attendance policy allowed for one unexcused absence. **Use the Student Problem Resolution Process.**