

Board of Trustees Student Complaint Process

You are urged to first register your complaint through Barton’s [Student 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.

Complaints versus Grievances:

Complaints can be about anything general or systemic in nature impacting many students.
 Examples:

- The instructor for the “XYZ” courses 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 are 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.

Other Ways to Register a Grievance or Complaint	
To report:	Click on the Link Below:
Grievances to Barton Community College	Barton Student Resolution Process
Consumer protection and/or fraud complaints	Kansas Attorney General’s Office
Discrimination complaints	Kansas Human Right Commission
Complaints regarding State Authorization Reciprocity Agreement (SARA) courses delivered by SARA member colleges	Kansas Board of Regents
Complaints regarding accreditation	Higher Learning Commission