 <b>KANSAS HEALTH SCIENCE UNIVERSITY</b>	Policy Title:	Student Grievance Policy				
	Policy Sponsor(s):	Student Affairs and Services				
	Policy Type:	Academic <input checked="" type="checkbox"/>	Non-Academic <input type="checkbox"/>	Page:	1 of 3	
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## 1. POLICY STATEMENT

Kansas Health Science University (KHSU)-Kansas College of Osteopathic Medicine (KansasCOM) wants to ensure that all KHSU-KansasCOM students have multiple avenues to provide feedback and articulate grievances to the KHSU-KansasCOM administration.

## 2. PURPOSE

This policy aims to provide students with the official grievance policy and process so they can informally share grievances to seek resolution.

## 3. APPLICABILITY

All KHSU-KansasCOM students.

## 4. DEFINITIONS

A grievance is a complaint arising out of any alleged unauthorized or unjustified act or decision by an individual (e.g., student, faculty, staff, administrator) that in any way adversely affects the status, rights, or privileges of a member of the student body. Such complaints may include, but are not limited to, the following:


- Academic programs or courses
- Accreditation standards or processes
- Discrimination
- Financial aid
- General mistreatment
- Harassment, including sexual violence
- Mentoring
- Privacy of student educational records
- Privacy of student health records
- Parking
- Research
- Security and safety
- Student health

## 5. PROCEDURES

### 5.1 Student Grievances

KHSU-KansasCOM is committed to treating students fairly with regard to their personal and professional concerns. The student grievance policy ensures that concerns are promptly dealt with and resolutions are reached in a fair and just manner. KHSU-KansasCOM's grievance procedure enables students to bring complaints and problems to the attention of the institution's administration. KHSU-KansasCOM forbids any retaliatory action against students who present concerns and complaints in good faith.

KHSU-KansasCOM's policy strongly encourages students who believe they have a concern/grievance to use all appropriate avenues for informal resolution before initiating the formal grievance procedure. Students wishing to informally resolve an issue can contact the Office of Student Affairs and Services or any other on-campus

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academic or administrative office that might appropriately handle said issue. If the office contacted cannot resolve the issue for the student, they will refer the student to the appropriate office and provide the student with a specific faculty/staff member who can assist.

## 5.2 Procedure

Should such an informal resolution be impossible, the student may pursue the following options if they wish to file a formal grievance:

- Grievances relating to sex discrimination, sexual harassment, or sexual violence fall under the purview of the Anti-Discrimination, Anti-Harassment, and Title IX Policy and will be dealt with under separate procedures. For further details on the basis for these kinds of grievances, see the *Anti-Discrimination, Anti-Harassment, and Title IX Policy* in the *Student Handbook and Academic Catalog*.
- All other formal grievances should be submitted in writing to the Office of the Dean/Chief Academic Officer. The Dean/Chief Academic Officer, acting in their professional capacity, will review all formal grievances, with the goal of attempting to resolve the issue for the student.

Students submitting a formal grievance to the Dean/Chief Academic Officer should be as specific as possible regarding the action that precipitated the grievance:


- Date
- Location
- Individuals involved (including witnesses)
- Summary of the incident
- Efforts made to settle the matter informally
- Remedy sought

Except as noted above or as otherwise stated in KHSU-KansasCOM's policies, grievances will be evaluated and investigated in accordance with the student discipline procedures. If deemed necessary, the issue will also be referred to Human Resources or other appropriate administrative leadership team members. A record of all formal grievances, including written findings of fact and any transcripts or audio recordings, will be kept on file in the Office of the Dean/Chief Academic Officer and the student's permanent educational file.

An annual report of formal student complaints will be provided to the leadership team by June 1st of each year. Reports will be provided to KHSU-KansasCOM's leadership team on a more frequent basis if necessary. KHSU-KansasCOM uses student complaints in its ongoing performance improvement process.

## 5.3 Filing a Complaint with KHSU-KansasCOM's Accrediting Agencies

The Commission on Osteopathic College Accreditation (COCA) recognizes its responsibility to provide complainants the opportunity to utilize their organization as a vehicle to deal with specific grievances, as well as being a mechanism for reviewing and finally resolving complaints.

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Complaints that cannot be addressed by KHSU-KansasCOM may be filed with COCA at the following address:

Department of Accreditation American Osteopathic Association  
 142 East Ontario Street Chicago, IL 60611-2864  
 1.800.621.1773  
 Toll-free: 312.202.8200  
 Fax: [predoc@osteopathic.org](mailto:predoc@osteopathic.org)

#### 5.4 Filing a Complaint with the Kansas Board of Regents.

If a satisfactory resolution cannot be reached after exhausting KHSU-KansasCOM's complaint procedure, students may file a complaint with the Kansas Board of Regents at the following:

Kansas Board of Regents  
 1000 SW Jackson, Suite 520  
 Topeka, KS 66612-1368  
 Phone: (785) 430-4240  
 Email: [https://www.kansasregents.org/academic\\_affairs/private\\_out\\_of\\_state/complaint\\_process](https://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process)

#### 6. RELATED DOCUMENTS

- Anti-Discrimination, Anti-Harassment, and Title IX Policy
- Student Handbook and Academic Catalog

#### 7. CONTACTS

- Senior Associate Dean for Student Affairs and Strategic Academic Programs
- Dean/Chief Academic Officer
- Human Resources