

## Complaint and Grievance Procedures

In the normal course of University activities, students may encounter problems with University employees (faculty, staff, and/or administrators). In these circumstances, students should first attempt to resolve the problem by talking directly with the employee involved. However, the University recognizes that it is not always possible for students to resolve a problem by direct discussions with the University employee. In these cases, the options available to students include making an informal complaint to the employee's immediate supervisor and/or filing a formal written complaint in accordance with existing University policies.

*Informal Complaints:* In many cases, it is possible to resolve a complaint by an informal verbal discussion with the employee's immediate supervisor (chairperson, dean, or head of a staff department). Students who make informal complaints do so by talking to the immediate supervisor. Students who make informal complaints need to realize that the supervisor will handle the complaint however he or she sees fit and that the student making the complaint may never know what action is taken regarding the complaint. Despite this fact, informal complaints often result in conversations between the supervisor and the affected employee to determine possible corrective actions.

*Formal Complaints and Grievances:* Students who wish to go beyond the informal complaint stage must be willing to make complaints or file grievances in writing. These formal written complaints and grievances start a "due process" procedure which ensures that the formal complaint or grievance is taken seriously, investigated thoroughly by appropriate parties, and resolved after the investigation. All parties involved in the formal complaint/grievance process are notified of various actions in writing. Exactly what type of process is involved depends on the nature of the written complaint made.

As valued members of the Kentucky State University community, KSU students have the right to file a complaint against a faculty member, staff member, administrator, or student if they feel that certain rights have been violated or that they have been mistreated. To ensure that every student complaint is addressed as efficiently and fairly as possible, the Board hereby enacts a comprehensive grievance policy for Kentucky State University Students.

Formal complaints or grievances made by students fall into three categories, Academic, Non-Academic, and Harassment.

#### A. Academic Complaints

All complaints related to academic issues shall be filed pursuant to procedures outlined in the Kentucky State University Catalogue in effect at the time that the complaint is filed. The Office of Academic Affairs and the Office of the Registrar shall provide academic complaint forms where appropriate and make these forms readily accessible and available to students. Students with academic questions, concerns, or complaints, can contact their advisor, chairperson, dean, the Office of Academic Affairs or the Registrar's Office with any questions about filing an academic complaint.

#### B. Non-Academic Complaints

All non-academic complaints and grievances shall be forwarded to the Vice-President of Student Affairs. The complaints should be in writing using the student complaint forms available in the Office of Student Affairs. It shall be the responsibility of the Vice-President of Student Affairs or His/her designated representative to review and respond to non-academic complaints within 14 days.

#### C. Harassment

KSU is committed to maintaining the campus community as a place of work and study for students, free of harassment, intimidation, and exploitation. The University does not tolerate behavior that constitutes sexual or other unlawful harassment. Harassment in any form, including verbal and physical conduct, visual displays, threats, demands and retaliation is unlawful and will not be tolerated. It is University policy that any form of harassment on the basis of sex, race, national origin, religion or other categories protected by law or other forms of harassment or abusive treatment not be tolerated at the Kentucky State University.

If a student feels that he/she has been the victim of harassment, the student should bring the matter to the attention of the Vice-President of Student Affairs. It shall be the responsibility of the Vice-President of Student Affairs or his/her designated representative to contact the Director of Human Resources immediately to begin an investigation consistent with the University's harassment investigation procedures

Students may contact the Office of Student Affairs if they are unsure of the nature of their complaint or if they have questions regarding the complaint process.