

**Manhattan Area Technical College
Institutional Policy and Procedure Manual**

Policy No. 3.7.5

Title: Student and Community Complaint Procedure	
Originated by: Dean of Student Services/Dean of Career & Technical Education	Originated Date: 9/2020
President/Board of Directors Approval Date: 9/30/2020	
Revised by:	Revised Date:
Reviewed on:	

Policy Statement: Manhattan Area Technical College (MATC) provides opportunities for students and members of the community to register complaints by filling out a Student and Community Complaint Form. The Student and Community Complaint Form provides an avenue to submit a concern regarding any area at MATC. The College will address and systematically process all student and community complaints in a timely manner.

Formal complaints that involve sexual discrimination/sexual harassment are addressed under Title IX and are handled separately from the processes described below. Refer the Sexual Harassment Policy 3.7.2. Should you wish to report a Title IX related incident, please utilize the online reporting form and select "Title IX" then the appropriate incident type.

Examples of Complaints

- *Academic Complaints* — Students who have complaints related to course grades, conduct of classes, or other course matters should address those complaints first with the instructor of the course as noted under Complaint Process – Informal Phase. If the student is not satisfied with the resolution, the student may then go to the appropriate program director or Dean of Career and Technical Education. If a resolution is not achieved with the appropriate program director or Dean of Career and Technical Education, a student may submit a formal complaint via the online Student and Community Complaint Form.
- *Non-Academic Complaints* — As noted under Complaint Process, Informal Phase, students and members of the community who have complaints related to MATC staff or services (Academic Advising, Financial Aid, Registrar, Teaching and Learning Center, etc.) should first address those complaints directly with the MATC staff. If the student is not satisfied with the resolution, the student may then go to the Dean of Student Services. as noted under Complaint Process – Informal Phase. If resolution is not achieved there, they may submit a formal complaint via the online Student and Community Complaint Form.

Process:

Complaint Procedure – Informal Phase

MATC recognizes that disputes may sometimes arise. Students and members of the community are encouraged to seek informal resolution of their complaints or concerns.

Step 1: Informal complaints (concerns, expressions of dissatisfaction or disagreement) should be handled through direct communication (conversation, email, or letter) with the MATC staff or department/division involved.

Step 2: If the issue remains unresolved, the informal complaint should be directed to the appropriate department/division supervisor using the [Student & Community Complaint Form](#). Students and members of the community may also consult with the Deans if they are unsure about where or how to address a complaint or concern. If a complaint remains unresolved, students or members of the community would initiate the formal phase of the complaint process.

Complaint Procedure – Formal Grievance Phase

A formal grievance is a request for assistance with a problem, conflict, concern, or issue that negatively impacts students/community members that could not be addressed by informal resolution with the staff member/administrator and his/her supervisor. Formal grievances must be submitted via the online [Formal Grievance Form](#). When using the online form, a student/community member may choose to remain anonymous. Though anonymous grievances are permitted, doing so may limit the College's ability to investigate and respond to a formal complaint. ***Formal grievances must be filed within thirty (30) college business days of the occurrence that prompted the complaint.***

Procedure for Filing a Formal Grievance

Step 1: The student or member of the community must seek an informal complaint resolution of the matter as noted above under Complaint Process – Informal Phase before moving to Step 2 below.

Step 2: Complete the online [Formal Grievance Form](#). The formal grievance must specifically state the basis for the complaint (person or area to whom the complainant addresses) and the resolution that the complainant seeks.

Step 3: Formal grievances submitted via the Form Grievance Form are directed to the appropriate Dean. The Deans do not act as an advocate for any party but are facilitators to ensure a fair process. They will then refer the grievance to the Office of Primary Responsibility (OPR).

Step 4: The OPR, upon receiving the evidence, will evaluate the information and render a

**Manhattan Area Technical College
Institutional Policy and Procedure Manual**

Policy No. 3.7.5

decision. The OPR will respond in writing via mail/email to the complainant within ten (10) college business days. The response will include:

- A written description of the complaint, including all pertinent details.
- A statement regarding action taken.

NOTE: Time limits will be suspended while personnel are off contract and will resume when they return to duty. Notice of delay will be provided.

Appeal Phase

Formal appeals must be made in writing and submitted via the online [Formal Grievance Appeal Form](#).

Phase 1: President

If the student or member of the community does not get a satisfactory resolution to his/her formal complaint, resolution may be sought by appealing to the President of MATC by submitting a formal written request via the online [Formal Grievance Appeal Form](#). The appeal must be received within ten (10) college business days after date of the mailed/mailed letter as outlined in Step 4.

The President, upon conclusion and investigating the nature of the complaint, will respond in writing (by way of mailed/mailed letter) to the appeal within ten (10) college business days after receipt of the decision notification (the date of the mailed/mailed letter).

The response will include a written description of the complaint, including all pertinent details, and a statement regarding action taken.

Phase 2: Board of Directors

If a satisfactory resolution has not been reached with the President, the student or member of the community may appeal to the Board of Directors by submitting a formal written request via the online [Formal Grievance Appeal Form](#) within ten (10) college business days after receipt of the decision notification (the date of the mailed/mailed letter).

Once the Board Clerk receives the formal complaint, he/she has five (5) college business days to reply in writing (mailed/mailed letter) a preliminary response to the complainant and the timeline for the appeal to be reviewed by the Board of Directors, upon conclusion and investigating the nature of the complaint, will respond in writing (mailed/mailed letter) to the complainant.

The response will include a written description of the complaint, including all pertinent details and a statement regarding action taken. Once the Board of Directors decides on the appeal the decision is not subject to further appeals.

Complaints to Third Parties

In addition to Manhattan Tech's complaint processes, certain student complaints may be submitted to outside agencies as outlined below (this list is non-exhaustive and there may be other agencies that will receive and process complaints):

- 1. Consumer protection and/or fraud** – Complaints may be filed with the Kansas Attorney General's Office
- 2. Discrimination complaints** – Complaints against the College or its employees may also be filed with the Kansas Human Rights Commission
- 3. MATC's accreditation eligibility** – MATC is regionally accredited by the Higher Learning Commission. Complaints regarding the College's ongoing eligibility to meet the Criteria of Accreditation may be filed following HLC Guidelines. Some academic programs may also have specific state or federal accrediting agencies that will review complaints (i.e. nursing, dental hygiene, etc.)
- 4. Kansas Board of Regents** - 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. However, Community Colleges, Technical Colleges are not governed by the Kansas Board of Regents and should be contacted directly regarding complaints. [Refer Here for more information.](#)