



Name of Policy: Student Complaints and Grievances
Source: Student Affairs
Form to Complete: N/A

**Policy and Procedure:**

The Kansas City Art Institute is committed to resolving student complaints in a timely and effective manner. If a student has a significant complaint or grievance that cannot be addressed within another established college policy, students may choose to file a formal complaint with the Vice President and Dean of Student Affairs. **This complaint process is not an appeal to re-examine a decision made through an institutional or academic policy, nor does it serve as a replacement for another defined grievance process. Decisions made through another defined grievance process and/or policy will not be reversed or re-examined.**

Any currently enrolled student or a person recently enrolled in the previous two semesters of an academic year may submit a formal complaint that meets the above criteria. Formal complaints should be submitted in writing to the Vice President and Dean of Students, and include specific information about the concern, measures the student has already taken to address the concern, and any resolution sought. The Vice President/Dean will determine the best process to investigate and address each complaint, and the student will be informed of the process that will be used to resolve the situation.

In addition, KCAI has an obligation to track and log significant student complaints as required by federal regulations and the Higher Learning Commission of the North Central Colleges and Schools. This log does not include concerns reported to other individuals and concerns for which other processes exist. KCAI will log complaints that are made formally in writing, signed by a student, and submitted to the Vice President/Dean.

Retaliation against individuals making complaints or participating in investigations of such complaints will not be tolerated.

Students may also make a complaint to the Higher Learning Commission at:

<https://www.hlcommission.org/Student-Resources/complaints.html>

Students can also invoke the Missouri Department of Higher Education's Complaint Resolution Policy in certain circumstances. This policy is available at:  
<http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf>