

## **Student Complaint and Grievance Procedure**

MidAmerica Nazarene University is committed to resolving formal student complaints in a timely and effective manner. Student grievances can be addressed in a variety of ways at the University, and we are committed to assisting students in determining the most appropriate policy and procedure to address grievances. Often these issues can be resolved by contacting the course faculty member or department chair as a first step.

Students who have a complaint related to academics (both grade and non-grade in nature) are asked to follow the grievance processes outlined in the relevant academic catalog located as follows\*:

- [MNU Undergraduate Academic Catalog—pp. 35](#)
- [MNU Professional and Graduate Academic Catalog—28](#)

*\*Program specific grievance processes may apply as an initial step and can be reviewed in a major specific handbook.*

If a student has a significant complaint or grievance that cannot be addressed within another established university policy, students may choose to file a formal complaint with the Chief Academic Officer (CAO). ***This complaint process is not an appeal to re-examine a decision made through a University grievance or academic policy, nor does it serve as a replacement for another defined University grievance process.***

Any currently enrolled student or person recently enrolled during the previous semester or term of an academic year may submit a formal complaint that meets the above criteria. Formal complaints should be submitted in writing to the CAO, and include specific information about the concern, measures the student has already taken to address the concern, and any resolution sought. The CAO will determine the best process to investigate and address each complaint.

### State of Kansas Complaint Procedures

Should the institution not be able to resolve the student complaint, the student has the right to contact the state of Kansas and its appropriate agency to determine the course of action. Complaints can be filed with the following agencies in Kansas:

- Complaints related to the application of state laws or rules related to approval to operate or licensure of a particular professional program within a postsecondary institution shall be referred to the appropriate State Board (i.e., State Boards of Health, State Board of Education, and so on) within the Kansas State Government and shall be reviewed and handled by that licensing board (<https://portal.kansas.gov/agencies/> and then search for the appropriate division);
- Complaints related to state consumer protection laws (e.g., laws related to fraud or false advertising) shall be referred to the Consumer Protection Division in the office of the Kansas Attorney General and shall be reviewed and handled by that Unit (<http://ag.ks.gov/consumer-protection>).

### Higher Learning Commission (HLC)

Allegations regarding noncompliance with accreditation standards, policies, and procedures may be made to HLC, 230 South LaSalle Street, Suite 7-500, Chicago, IL 60604. The Commission's complaint policy, procedure and the Complaint form may be found on their website:

- <https://www.ncahlc.org/HLC-Institutions/complaints.html?highlight=Wyjbb21wbGFpbnQiXQ>

### **Definition of a complaint**

At MNU, the formal definition of a complaint is one that is non-routine or an issue that is not resolved or resolved satisfactorily through routine channels provided. The complaint should have the following elements:

- Signed (not anonymous)
- Actionable with an explicit call for action

- Arising from any area on campus
- Means of transmission shows 'investment of seriousness' which includes: letter or form (can be emailed), signed and dated, and may follow a meeting with the CAO.
- Timely