

Kansas Board of Regents  
1000 SW Jackson, Suite 520  
Topeka, KS 66612-1368  
785.296.4917

## **COMPLAINT PROCEDURE**

Private postsecondary institutions operating in Kansas must meet and maintain certain standards of quality in order to qualify for a certificate allowing them to offer or provide training or course work to Kansas citizens. It is the mutual goal of the Kansas Board of Regents and the certified institutions to provide quality educational training and programs. When problems arise, students should make every attempt to find a fair and reasonable solution by taking the following steps:

1. Discuss the problem thoroughly with the teacher.

If there is no resolution continue to Step 2.

2. Discuss the problem with the manager or director of the school.

If there is no resolution continue to Step 3.

3. Discuss the problem with the owner of the school.

Unless the complaint involves an alleged violation of a state or federal law, the decision of the school is final.

If the matter concerns a possible violation of state or federal law and the school's decision is not satisfactory, the complainant may contact KBOR. We ask persons with such complaints to write to KBOR and provide the information in the below inquiry form.

Once KBOR receives this written information, KBOR staff will take the following steps:

1. The school will be notified and given an opportunity to respond. This is usually done in writing. If the matter involves laws over which KBOR has authority, we will investigate and try to resolve the issue with the school.

2. If no resolution is reached, the matter may be referred to the Consumer Protection Division of the Office of the Attorney General or other governmental agencies that may have authority over aspects of the complaint.

3. The complainant will be notified of the substance of the resolution or the failure to reach resolution.

4. If an individual does not wish to be identified or to put anything in writing, we will provide them with the phone number of the Attorney General's Office. We also remind citizens that they always have the right to seek advice from a private attorney.

Kansas Board of Regents

## SCHOOL INQUIRY FORM

To initiate an inquiry involving a provider of private postsecondary education, please complete this form. Then mail to:

Kansas Board of Regents  
Private Postsecondary Education Division  
1000 SW Jackson St., Suite 520  
Topeka, Kansas 66612-1368

**Or**

FAX to: 785-296-4526

If you have questions or concerns, please call (785) 296-0911.

1. Your Information:

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_  
Zip: \_\_\_\_\_  
Phone: Daytime: \_\_\_\_\_ Evening: \_\_\_\_\_ (required)  
Email: \_\_\_\_\_

2. Private Postsecondary Institution Information:

School's Name: \_\_\_\_\_  
School's Address: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_  
Zip: \_\_\_\_\_

Person(s) you dealt with:

Names: \_\_\_\_\_  
Title: \_\_\_\_\_

3. Please Describe the Situation (attach additional pages if necessary):

---

---

---

---

---

---

---

---

What resolution are you seeking?

Refund: \$ \_\_\_\_\_ Services Provided \_\_\_\_\_

Other: \_\_\_\_\_

4. Actions You Have Taken:

A. Have You Contacted the School About This Matter?

Yes \_\_\_ No \_\_\_

When: \_\_\_\_\_

In writing? Yes \_\_\_ No \_\_\_ (if yes, please attach copies)

Describe the Response or State Why You Have Not Contacted the School:

---

---

---

---

B. Have You Filed Anything With Any Other Agency (Better Business Bureau, Attorney General's Office, etc.)? Yes \_\_\_ No \_\_\_

If Yes, what was their response?

---

---

---

C. Have You Contacted a Private Attorney? Yes \_\_\_ No. \_\_\_

If Yes, Name and Address of Attorney:

---

D. Have You Initiated Judicial Proceedings? Yes \_\_\_ No \_\_\_

If Yes, Attach Copy of All Court Papers

E. Have You Been Sued Over this Issue? Yes \_\_\_ No \_\_\_

If Yes, Attach Copy of All Court Papers

5. Documentation

PLEASE PROVIDE *COPIES* OF ALL DOCUMENTS RELEVANT TO THIS REPORT; ADVERTISING MATERIAL YOU RELIED UPON, CONTRACTS,

INFORMATION PROVIDED TO YOU BY THE SCHOOL, ENROLLMENT AGREEMENTS, CATALOGS, RECEIPTS, LETTERS, CHECKS (front and back), BILLS, ETC. Failure to provide all relevant documents may cause delay in handling this matter.

\_\_\_\_\_ Documents Enclosed \_\_\_\_\_ No Documents to Attach

6. Verification:

In filing this School Inquiry Form, I understand and agree that the Kansas Board of Regents (KBOR) and its staff are not my agents or attorneys nor do they represent me in a legal capacity, but instead they represent the State of Kansas and are enforcing laws that fall under the scope of KBOR authority. I understand that Kansas law limits the time period during which I may file some private legal action(s), and I have been advised to contact a private attorney if I have any questions concerning my legal rights in connection with this matter. I further understand and agree that the contents of this form and attached documents may be forwarded to the school against whom the report is directed, and may be forwarded to other agencies as appropriate. I also agree and understand that this form and attached documents are subject to the Kansas Open Records Act (KORA) and may become accessible should a request for copies be made to the KBOR. Finally, I declare and verify that all of the contents and statements within this report are true and correct to the best of my knowledge.

---

Signature

---

Date

## KANSAS LAWS

Kansas statutes specifically governing private postsecondary institutions include K.S.A. 74-32,162 through 74-32,183. These statutes may be searched and viewed on line at <http://www.kslegislature.org/legsrv-statutes/index.do>

Kansas regulations adopted by KBOR and concerning private postsecondary institutions are set forth at K.A.R. 88-28-1 through 88-28-8, and these regulations may be searched and viewed on line at <http://www.kslegislature.org/legsrv-kars/index.do>