

## **Kansas Board of Regents**

1000 SW Jackson, Suite 520

Topeka, KS 66612-1368

### **COMPLAINT PROCEDURE**

Private postsecondary institutions operating in Kansas must meet and maintain certain statutorily established standards in order to qualify for a certificate allowing them to offer degrees, training or course work to Kansas citizens. It is the goal of the Kansas Board of Regents to insure that the institutions subject to KBOR authority comply with the applicable laws as they provide educational training and programs. Thus, KBOR accepts complaints involving those institutions.

If an individual does not wish to be identified or to put anything in writing, it is very hard for KBOR to investigate their complaint. It is very important that all persons who have a complaint about such a school understand that KBOR does not represent individuals and cannot act as their legal representative. However, all individuals have the right to seek advice from a private attorney.

When problems or concerns arise, the involved individuals should attempt to reach a fair and reasonable solution by first taking the following steps:

1. Discuss the issue thoroughly with the teacher or other involved school employee(s).  
If there is no resolution continue to Step 2.
2. Discuss the issue with the manager or director of the school.  
If there is no resolution continue to Step 3.
3. Present the facts and issue to the owner of the school.

Individuals with a complaint about a private or out-of-state school operating in Kansas must use the required KBOR complaint form and provide the requested information. Failure to do so may result in KBOR being unable to accept or process the complaint.

If KBOR receives the completed complaint form together with any other pertinent written information, KBOR staff will ordinarily take the following steps:

1. KBOR will review the submitted information in order to determine if it is sufficient. If insufficient information has been submitted, the complainant will be so informed and given a deadline for submitting additional necessary information.
2. Once sufficient information is provided, KBOR will determine if it has jurisdiction and authority over the matter. If it does not, the complainant will be so informed and the file closed.
3. If the complaint appears to involve matters over which KBOR has legal authority, KBOR will conduct an investigation in the manner that it deems appropriate

under the circumstances. In most instances the school will be contacted, provided a copy of the written complaint and given an opportunity to respond to it, in writing. In other situations, KBOR may conduct interviews and speak to witnesses including the involved parties.

4. Based upon the results of the investigation, KBOR will determine whether the matter has been resolved or requires further action by KBOR.
5. The matter may also be referred to other governmental agencies that may have authority over aspects of the complaint such as the Consumer Protection Division of the Office of the Attorney General or a District/County Attorney.
6. The complainant will be notified of any proposed resolution or final action by KBOR, if doing so will not compromise any further investigation or adjudicative actions, and will always be informed when their complaint file is being closed.

## COMPLAINT FORM

To initiate a complaint against a school regulated by KBOR, please complete this form and attach copies of any additional documents that you believe will provide pertinent information. Then mail to:

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

**Or**

FAX to: 888-975-8313

If you have questions or concerns, please call (785) 296-2410 or email [jarmour@ksbor.org](mailto:jarmour@ksbor.org)

### 1. Your Information:

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

### 2. School Information:

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

### School personnel involved:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Contact information (address, phone number, email, etc.): \_\_\_\_\_

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Contact information (address, phone number, email, etc.): \_\_\_\_\_

3. Please describe the situation or the nature of your complaint (attach additional pages if necessary):

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What resolution are you seeking?

Refund: \$ \_\_\_\_\_

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

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4. Prior Attempts to Resolve the Issues:

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:

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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?

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

If Yes, Name and Address of Attorney:

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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.

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

6. Verification:

In filing this School Complaint 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 complaint 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 potential subpoenas, 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.

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Signature

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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/>

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 [https://www.kssos.org/pubs/pubs\\_kar.aspx](https://www.kssos.org/pubs/pubs_kar.aspx)