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KENNESAW STATE UNIVERSITY	Policy Title	Complaint Resolution Policy
	Issue Date	December 31, 2014
	Effective Date	November 20, 2025
	Last Reviewed/Updated	August 19, 2025
	Responsible Office	Academic Excellence Unit
	Contact Information	Office of Academic Excellence Phone: 470-578-3315 Email: policy@kennesaw.edu

1. Policy Purpose Statement

Kennesaw State University (KSU or the University) is committed to providing a high-quality educational environment and opportunities that are central to an academic community of learning, teaching, research, scholarship, and service. As such, the University strives to be alert to the needs of the University community by maintaining an environment in which appeals, grievances, and complaints are addressed in an expeditious, fair, and collegial manner. This policy provides an overview of some of the University's processes in place for faculty, students, staff, and third parties to follow in seeking resolution of a formal complaint or grievance.

2. Background

KSU recognizes its responsibility to address complaints by taking into consideration the interests of all involved – those raising a complaint and those against whom the complaint is raised, as well as others with a stake in the process. Concerns that lead to disputes are best addressed through direct discussions among the parties to the disputes. When such direct discussions fail to resolve a dispute or are not feasible, the parties are encouraged to seek assistance from the University Ombuds Office for possible resolution *before* initiating a formal appeal or complaint process. If an informal resolution cannot be achieved, this policy directs individuals to the formal procedures for addressing and resolving the dispute or complaint.

3. Scope (Who is Affected)

This policy covers faculty, students[1], and staff of the University as well as third-parties as applicable to federal or state law or regulation.

[1] Policies affecting students are provided to the Office of the Provost and the Division of Student Affairs to disseminate and publish according to their protocols in addition to publication on the Policy at KSU website.

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4. Exclusions or Exceptions

Any exclusions or exceptions are noted within the respective associated policies or procedures.

5. Definitions and Acronyms

Please refer to the policy or process associated with the type of appeal, complaint, or grievance for definitions. Additionally, the office responsible for administering a policy or process for an appeal, complaint, or grievance can assist individuals with those definitions.

6. Policy

KSU encourages faculty, staff, and students to resolve complaints promptly and respectfully through direct communication whenever possible. Prior to initiating formal appeal or complaint resolution procedures, an attempt should be made to resolve the complaint informally, at the lowest level possible, through direct discussions between the parties involved.

If an informal resolution cannot be achieved, individuals should pursue a formal resolution by following the appropriate university procedures through the designated offices. While the specific process to follow depends on the nature of the appeal, complaint, or grievance, all formal complaint resolution processes should be conducted in a manner that is fair, impartial, and respectful of the rights and dignity of all parties involved. Faculty, students, and staff should consult the relevant policies and procedures, accessible via the hyperlinks below, to determine the appropriate formal complaint resolution procedure. For assistance in determining the appropriate resolution pathway, the Office of the Ombuds is available to provide guidance.

Appeal, Complaint, and Grievance Resources
Policies and procedures regarding issues that are *commonly inquired about* are provided below.

a. Academic Matters
    1) Grade Appeal

b. All Formal Written Student Complaints
    1) Student Complaint Policy - Reporting Complaints and Concerns
    2) Complaints Against Faculty (See Student Rights and Responsibilities in the Student Handbook as well as Section 4.4.2 in the Faculty Handbook)

c. Behavior and Conduct Matters
    1) Office of Institutional Equity and Title IX
    2) Employment Policies
    3) Employment Relations Problem Resolution
    4) Handbooks
        i. *Employee Handbook*
        ii. *Faculty Handbook*
        iii. *Student Handbook*
        iv. *University Handbook*
    5) Hotlines
        i. Board of Regents Fraud, Waste and Abuse Reporting
        ii. KSU Ethics and Compliance Reporting Hotline
    6) Reporting Academic and General Misconduct
    7) Sexual Misconduct
    8) Student Conduct and Academic Integrity

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d. Financial Matters
    1) Financial Aid Eligibility and Appeals
    2) Parking Violations
    3) Pay and Benefits
    4) Tuition and Fees - Rates and Refunds
    5) Military/Veteran Services

e. University Matters
    1) Americans with Disabilities Act (ADA) – University Handbook, Section 5.2.4
    2) Family Educational Rights and privacy Act (FERPA)
    3) Complaints and Appeals
    4) Research Misconduct
    5) University Accreditation

7. Associated Policies/Regulations

a. Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) policy, "Complaint Procedures Against SACSCOC or Its Accredited Institutions."
b. Board of Regents (BOR) *Policy Manual,* 2.6Presidential Authority and Responsibilities
c. BOR *Policy Manual,* 4.7.1 Student Appeals
d. BOR *Policy Manual,* 4.7.2 Appeals on Other Matters
e. BOR *Policy Manual,* 8.2.21 Employment Appeals
f. BOR Policy Manual, 6.26 Application for Discretionary Review
g. KSU *University Handbook*
h. KSU *Faculty Handbook*
i. KSU *Employee Handbook*
j. KSU *Student Handbook*
k. KSU Student Complaint Policy

8. Procedures Associated with this Policy

Procedures are specific to the type of appeal, complaint, or grievance; therefore, the office handling an appeal, complaint, or grievance will provide those procedures once contacted by an individual who wishes to file a formal appeal, complaint, or grievance. Procedures for submitting formal, written student complaints can be found on KSU's Concerns website.

9. Forms Associated with this Policy

Forms are specific to the type of appeal, complaint, or grievance; therefore, the office handling an appeal, complaint, or grievance will provide those forms once contacted by an individual who wishes to file a formal appeal, complaint, or grievance.

10. Violations

It is essential that all members of the University community—faculty, students, and staff—uphold their rights and responsibilities through an atmosphere of mutual respect. Any violation of these rights and responsibilities or failure to meet responsibilities in resolving a formal appeal, complaint, or grievance will be handled according to its applicable governing policy, regulation, or law.

11. Review Schedule

The Complaint Resolution Policy is reviewed annually by the Office of Institutional Effectiveness in collaboration with University offices.

12. Revision History

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December 31, 2014 – Issue Date
March 1, 2023 – Update
August 19, 2025 – Update

At Kennesaw State University, institutional policies that have undergone the established shared governance review and feedback process are presented to the President and Provost for final approval. The signatures below indicate this institutional policy has been reviewed and approved by the President and Provost.

DocuSigned by:
Dr. Kathy Schwaig
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November 20, 2025

Dr. Kathy S. Schwaig,
President
Kennesaw State University

DocuSigned by:
26412C41D0DE4E2...
November 20, 2025

Dr. Ivan Pulinkala
Provost and Executive Vice President for Academic Affairs
Kennesaw State University