

 <b>KENNESAW STATE</b> UNIVERSITY	Policy Title	Student Written Complaint Policy
	Issue Date	September 15, 2025
	Effective Date	November 20, 2025
	Last Reviewed / Updated	September 15, 2025
	Responsible Office	Office of the Dean of Students
	Contact Information	Division of Student Affairs Phone: 470-578-6367 Email: <a href="mailto:deanofstudents@kennesaw.edu">deanofstudents@kennesaw.edu</a>

**1. Policy Purpose Statement**

Kennesaw State University (KSU) is committed to providing a supportive learning environment where all students can thrive. The purpose of the student complaint policy is to ensure that the institution publishes appropriate and clear procedures for addressing written student complaints and that student complaints are addressed in a fair and timely manner in accordance with the Southern Association of Colleges and Schools Commission on Colleges Principles of Accreditation (Section 12, Number 4). This policy reinforces the university’s values of respect and accountability in fostering a positive academic and campus experience for all its students.

**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 written complaint.

**3. Scope (Who is affected)**

The scope of this policy applies to students who have been admitted to Kennesaw State University and are currently enrolled in at least one course or who maintain active student status within the student information system. This policy applies equally to all students who are taking courses on-campus, online, or at on-campus instructional sites.

**4. Exclusion or Exceptions**

KSU will not consider the following to be written student complaints:

- (a) complaints that are not in writing,
- (b) anonymous complaints,
- (c) complaints submitted through facsimile transmission, non-institutional email addresses, social media or any other method except as explicitly provided in this policy,
- (d) complaints submitted on behalf of another individual or a group, or
- (e) complaints made directly to the University System of Georgia or other entities outside the University.

**5. Definitions**

Written Student Complaint: any complaint submitted by a currently enrolled KSU student through the University’s official web-based system available at <https://campus.kennesaw.edu/offices-services/concern/>

Written student complaints are not meant to circumvent or replace existing KSU policies and procedures designed to address issues brought forward by students (e.g., the Compliance and Ethics Reporting Hotline, the Non-Discrimination Policy, Undergraduate Academic Appeals, Graduate School Appeals Process, etc.).

## 6. Policy/Responsibilities

Kennesaw State University accepts formal, written student complaints using the centralized online Concerns submission portal. The centralized Concerns website provides clear instructions, procedures, and complaint contact information for students regarding submitting written appeals, grievances, and complaints.

Concerns that lead to disputes are best addressed through direct discussions among the parties involved in 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 written complaint.

To submit a formal, written student complaint, students should complete the appropriate complaint form in the Concerns submission portal. The Concerns Portal routes the written complaints to the most appropriate office for review, investigation, and resolution. Personnel within these offices possess the qualifications, experience, and knowledge to manage a formal resolution process as well as to work in a collaborative and confidential manner to reach a resolution based on the merits of the case.

The university will maintain a published list of student complaint points of contact for each student-serving division/office/unit across the university.

All university divisions, units, and offices who may receive academic and non-academic student complaints will direct the student(s) to submit a written student complaint using the centralized electronic Concerns Portal. Additionally, all units receiving student complaints as described in this policy must annually submit a log of those complaints to the Dean of Students, containing the following information:

- i. date of alleged incident or date complaint was received;
- ii. location of the alleged incident;
- iii. complainant's name;
- iv. nature of the complaint;
- v. resolution of the complaint;
- vi. additional comments, as appropriate.

The Division of Student Affairs, led by the Vice President for Student Affairs, will have overall oversight and responsibility for this policy. All records associated with written student complaints are held for five years in accordance with the University System of Georgia Records Retention Schedule (0472-06-040).

## 7. Associate Policies/Regulations

[Southern Association of Colleges and Schools Commission on Colleges \(SACSCOC\), Complaint Procedures Against SACSCOC or Its Accredited Institutions](#)  
[BOR Policy Manual, Section, 6.26, Application for Discretionary Review](#)  
[KSU Faculty Handbook, Section 4.4.2, Procedures for Handling Student Complaints Against Faculty](#)

[KSU Student Handbook](#)  
[KSU Graduate Catalog](#)  
[KSU Undergraduate Catalog](#)

#### **8. Procedures Associated with this Policy**

Procedures associated with implementing the Student Written Complaint Policy are available on the [KSU Concern website](#). Additionally, the KSU Concern Website also contains a robust list of appeal, complaint, and grievance resources.

#### **9. Forms Associated with this Policy**

Concern Portal – online submission form - <https://campus.kennesaw.edu/offices-services/concern/>

#### **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 written appeal, complaint, or grievance will be handled according to its applicable governing policy, regulation, or law.

#### **11. Review Schedule**

The Written Student Complaint Policy is reviewed annually by the Division of Student Affairs in collaboration with University offices. This policy, any related procedures, and student complaint points of contact shall be reviewed and updated annually or more frequently as needed following changes to USG, federal regulations or SACSCOC requirements.

#### **12. Policy Revisions**

November 20, 2025 - Origination

#### **13. Appeal, Complaint, and Grievance Resources**

Policies and procedures regarding issues that are commonly inquired about are provided below.

- a. Academic Matters
  - 1) Grade Appeal
    - i. [Undergraduate Catalog](#), Academic Policies, Grading Policies, Grade Appeals
    - ii. [Graduate Catalog](#), Academic Policies, Grade Appeals
- 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) [Title IX and Sexual Misconduct – Office of Institutional Equity](#)
    - i. [Student Handbook](#)
  - 2) Hotlines
    - i. [University System of Georgia Fraud, Waste and Abuse Reporting](#)
    - ii. [KSU Ethics and Compliance Hotline](#)

- d. Student Academic and General Misconduct – [Student Conduct and Academic Integrity Misconduct Procedures](#)
- e. Financial Matters
  - 1) Financial Aid
    - i. [Eligibility](#)
    - ii. [Appeals](#)
  - 2) [Parking Violations](#)
  - 3) Tuition and Fees – [Undergraduate Catalog, Tuition, Expenses, and Financial Aid](#)
  - 4) [Military and Veterans Benefits](#)
- f. 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) [Institutional Accreditation](#)

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.

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November 20, 2025  
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Dr. Kathy S. Schwaig,  
President  
Kennesaw State University

DocuSigned by:  
  
November 20, 2025  
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Dr. Ivan Pulinkala  
Provost and Executive Vice President for  
Academic Affairs  
Kennesaw State University