

## **STUDENT CONSUMER COMPLAINT PROCESS**

Northwest Kansas Technical College is committed to the Student Consumer Complaint Process Program Integrity Rule issued by the U.S. Department of Education to improve the integrity of programs authorized under Title IV to the Higher Education Act (HEA), as amended (the “Program Integrity Rule”).

Northwest Kansas Technical College was created as authorized by and in accordance with state law, and designated by name by action of the Kansas legislature and is a political subdivision of the state of Kansas. By state statute, Northwest Kansas Technical College has an independent board that governs the college and that handles any/all student complaints that cannot be resolved at the college.

In addition to the state-created process of utilizing these statutorily created political subdivisions of the state, the following is offered:

Consumer protection and/or fraud complaint may be filed with the Kansas Attorney General’s office.

Discrimination complaints may be filed with the Kansas Human Rights Commission. Northwest Kansas Technical College is regionally accredited by the Higher Learning Commission. Complaints regarding the college’s ongoing ability to meet the Criteria of Accreditation may be filed by following the guidelines at:

<https://www.hlcommission.org/HLC-Institutions/complaints.html>

Northwest Kansas Technical College is committed to resolving all student concerns in a timely and effective manner. To that end, Northwest Kansas Technical College is available to current and prospective students for the resolving of complaints. Resources and complaint processes are those listed on the college website. Students are encouraged to work through internal college processes for resolution of complaints. If a student believes that the college’s procedures have not adequately addressed concerns identified under the Program Integrity Rule, the governing board of the college and/or the agencies listed above may be contacted. Complaints alleging violation of laws that another state agency is charged with enforcing may be directly to that other state agency.