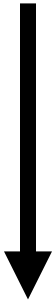


## Complaints

NCCC strives to resolve any issues or concerns that our constituents may encounter. Complaints are categorized as either formal or informal.

**Formal Complaints** are handled via college policy (See Grievance Procedures below).



**Informal Complaints** include those that are often anonymous provided through the "[Share a Concern](#)" form on the college website or found in a physical suggestion box on campus. These complaints are either shared directly with the relevant department or, if they are general, discussed in an Executive Committee meeting to determine if any action is needed. Often, no feedback is provided unless the name of the person submitting the complaint is included in the form.

## Grievance Procedures

Grievance procedures for final grades, academic honesty violations, student code of conduct and sexual misconduct are listed in the [NCCC Student Handbook](#)

If a resolution cannot be resolved through the grievance procedures listed in the NCCC Student Handbook, you can refer to the [NCCC Board of Trustees Complaint Process](#).

If a resolution cannot be obtained through the Board of Trustees, you can contact the Kansas Attorney General's Office of Consumer Protection if the complaint comprises of consumer protection or fraud:

Consumer Protection Hotline: 1-800-432-2310 OR (785) 296-3751 Fax: (785) 291-3699

If you are taking online courses and residing outside the state of Kansas while attending, you should first contact the appropriate office to resolve a grievance (business office, financial aid, registration, etc.). However, if the issue cannot be resolved internally, you may refer to the Kansas Board of Regents [State Authorization Reciprocal Agreement \(SARA\) Complaint Procedure](#).

Neosho County Community College is accredited by The Higher Learning Commission (HLC). For complaints regarding an institution's ongoing ability to meet the Criteria of Accreditation you can refer to HLC's [Complaints Policy and Procedure Guidelines](#).