

Neosho County Community College strives to resolve any issues our constituents may encounter.

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

(http://www.neosho.edu/Portals/0/Departments/support_resources/student_handbook.pdf)

If a resolution cannot be resolved through the grievance procedures listed in the NCCC Student Handbook, you can contact the NCCC Board of Trustees by following the steps listed here:

(<http://www.neosho.edu/Departments/BoardofTrustees/Complaints.aspx>)

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 file a complaint with the Kansas Board of Regents by following this procedure:

(http://www.kansasregents.org/resources/PDF/Academic_Affairs/3257-ComplaintForm_SARAINstitutions.pdf)

Neosho County Community College is accredited by The Higher Learning Commission. Complaints regarding an institution'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>.