



Complaint/Grievance Policy

Kennedy University of Leadership is committed to providing students, faculty, administrators, and other institution staff and stakeholders with a safe environment and positive experience. If a member of the University community has a concern, they are encouraged to first direct their concern to the individual involved in an informal manner. Should the issue not be resolved at that point, not be resolved to the complainant's satisfaction, or should the member not feel comfortable directing the complaint or the person(s) involved, they are encouraged to register a Formal complaint with the Kennedy University of Leadership.

A complaint is an educational issue or condition that a student believes to be unfair, inequitable, discriminatory, or a hindrance to his or her education. The University seeks to resolve complaints quickly and to the satisfaction of the aggrieved party.

Filing a Formal Complaint with Kennedy University of Leadership

To file a complaint with the University, whether it be regarding academic or administrative matters, students must submit a completed Complaint form to the Registrar by email. If the complaint involves the Registrar, students submit fully completed Complaint form to the Academic Dean by email. The Academic Dean. The contact details for key University staff as well are provided on student Canvas Learning Management System.

The Complaint form template is also available on Canvas. All complaints must be received in writing, and include a detailed description of the concern, specific reference to any institutional policy or procedure involved, and the requested resolution that the individual seeks.

Complaint Resolution Process

Complaints are reviewed with the intent to remedy the concern in accordance with institution policies. Complaints are responded to within 30 days of receipt. When a complaint is filed against a specific faculty or coach team member or another University staff member, they will be afforded the opportunity to provide a written response, which will be considered as part of the resolution process.

If, after receiving a response, the individual is not satisfied with the resolution, they can appeal the decision to the institution's President. The President or nominee, who had not been involved in previous stages of complaints resolution, will review the complaint, initial response, and any additional information provided by the complainant and will provide a final resolution within 14 days of appeal. The decision of the President or nominee is final.

Registering a Complaint with External Agencies

While Kennedy University of Leadership encourages institution community members to direct their complaints directly to the institution, they may register their complaint with the Florida Commission for Independent Education via their [Student Concerns](#) process.



Please read KUL Student Complaint Policy and only complete this form if it has not been possible to find a remedy to the complaint or if you are dissatisfied with the proposed remedy under the informal procedures. If you make a formal complaint that has not been raised through the informal procedures, it may be referred back to that process. The policy also notes timeframes under which a formal complaint may be made.

This form is available electronically from on Canvas via Student Toolkit. **All communications relating to this complaint must be in writing, emailed to: studentsupport@KennedyU.education.** Complaints are handled confidentially and shared only with staff responsible for reviewing and resolving the matter. Students will not experience retaliation, disadvantage, or adverse treatment for filing a complaint or appeal.

Student details

Student Name

Student Number

Course

Today's Date

Email address

Intake month

Intake year

Type of complaint

Financial	Complaints relating to finance and funding e.g. Fees and fee status, bursaries and scholarships
Discrimination and Human Rights	Complaints where the student claims there has been any form of discrimination, including harassment, and where their Human Rights have been breached
Academic Services and Delivery	Complaints which are related to the course or teaching provision, facilities and supervision, including any administrative issues (IT access etc)
Student Support	Complaints relating to learning experience and support services, assistance with enrollment
Other	



Details of complaint and desired outcome

Please indicate the provision (e.g. module, programme), service (e.g. enrollment advisor, faculty, student support, learning platform support, etc) or individual against which you wish to make a complaint.

Please state exactly the nature of your complaint. Indicate any events, dates or times that you feel are relevant. List any KUL documentation that you feel has been contravened.

If the complaint is related to a particular incident, please state when and where the incident occurred. Indicate any events, dates or times that you feel are relevant. List any University documentation that you feel has been contravened.

List and describe the documentation which you have attached in support of your statement. *Please note that KUL will NOT seek evidence on your behalf – it is your responsibility to provide this with your complaint.*

Please outline the outcome or further action you would like in resolution of this complaint.



Details of informal procedures

Most complaints can be resolved simply and swiftly in an informal manner, at a local level, by discussing the issue or concern with the relevant person. KUL encourages students to raise matters of concern as soon as they arise.

Have you discussed your complaint with a member of staff as part of the informal procedures for investigating complaints:

YES

NO

Name of staff member to whom you initially reported this complaint:

If you have not discussed your complaint with a member of staff as part of the informal procedure for investigating complaints, please explain the reasons for not doing so and why you wish to take the complaint to formal procedures.

If appropriate, please provide details of the remedy offered after the informal procedures for investigating complaints.

If appropriate, please explain why you are dissatisfied with the remedy offered after the informal procedures for investigating complaints.

Declaration

The information which I have provided is correct and complete to the best of my knowledge. I give my consent for this information to be disclosed to the relevant staff of KUL who are responsible for considering complaints and to any members of staff named in the complaint. Submitting false documentation or fraudulent information is a serious matter and could be dealt with under the Non-Academic Misconduct Policy. KUL reserves the right to check on the validity of the document(s) you submit or statements you make in this complaint.

Student Signature

Date