



KINGDOM UNIVERSITY POLICY LETTER

STUDENT COMPLAINT & APPEAL POLICY

1. PURPOSE

The purpose of this policy is to establish a fair, accessible, and consistent process through which students of Kingdom University (“University” or “KU”) may submit a complaint, request review of a University decision, or appeal an applicable academic or administrative determination.

The University seeks to resolve student concerns promptly, respectfully, and at the appropriate administrative level.

2. SCOPE

This policy applies to currently enrolled students and, when appropriate, former students concerning matters arising from their enrollment at Kingdom University.

This policy applies to complaints and appeals involving academic, administrative, financial, student service, or other University matters for which an appeal or review is available under University policy.

GENERAL PRINCIPLES

Kingdom University’s complaint and appeal process shall be guided by the following principles:

Fairness: The University shall provide students with a meaningful opportunity to present their concerns and supporting information.

Objectivity: Complaints shall be reviewed by an appropriate individual who is not unnecessarily conflicted by personal involvement in the matter.

Timeliness: The University shall make reasonable efforts to review and resolve complaints promptly.

Documentation: Complaints, supporting materials, decisions, and appeals shall be documented and retained.

Nonretaliation: A student shall not be subjected to retaliation for submitting a good-faith complaint or participating in an institutional review.

Confidentiality: The University shall protect the confidentiality of complaint information to the extent reasonably possible and permitted by law.



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3. INFORMAL RESOLUTION

Kingdom University encourages students to attempt to resolve concerns informally whenever appropriate.

A student should first communicate with the faculty member, staff member, administrator, or other University representative most directly involved in the matter.

Informal resolution may include:

- Discussion of the concern;
- Clarification of University policy or procedure;
- Correction of an administrative error;
- Review of an academic matter; or
- Other reasonable steps intended to resolve the concern.

Informal resolution is encouraged because many concerns can be resolved quickly through clarification, correction of an error, or direct communication.

A student is not required to attempt informal resolution when doing so would be inappropriate or when the nature of the complaint warrants direct submission to university administration.

4. FORMAL COMPLAINT

If a concern cannot be resolved informally, the student may submit a formal complaint to the University's designated administrative office or authorized University representative.

A formal complaint should include:

1. Student's name and identification number;
2. Date of the complaint;
3. Description of the concern;
4. Relevant dates and circumstances;
5. Names of individuals involved, if known;
6. University policy or requirement involved, if known;
7. Previous efforts to resolve the matter;
8. Supporting documentation, when available; and
9. The resolution or action the student is requesting.

Complaints should be submitted in writing so that the University can maintain an accurate record of the matter.

The University may request additional information when necessary to evaluate the complaint.



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SUBMISSION OF COMPLAINTS

Formal complaints may be submitted to:

Kingdom University
Office of Administration / Student Affairs

Mailing Address: 1113 Murfreesboro Road, Ste. 106 #222, Franklin, TN 37064

Email: Support@KingdomU.ORG

Telephone: 662.640.9992

The University's method of submitting complaints in its catalog, student handbook and this document.

5. REVIEW OF COMPLAINT

Upon receiving a formal complaint, the University will review the matter and determine the appropriate person or administrative authority to address it.

ACKNOWLEDGMENT OF COMPLAINT

Kingdom University shall acknowledge receipt of a formal complaint within a reasonable period.

The acknowledgment should identify:

1. The date the complaint was received;
2. The person responsible for reviewing the complaint;
3. Any additional documentation required; and
4. The anticipated process for review.

An acknowledgment does not constitute a determination that the complaint has merit.

The University may:

- Request additional information from the student;
- Review relevant University records;
- Communicate with faculty, staff, or other individuals involved;
- Review applicable University policies;
- Correct an administrative error when identified; and
- Take other reasonable steps necessary to evaluate the complaint.

The University will make reasonable efforts to review complaints objectively and consistently.



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INITIAL REVIEW

The designated University official shall conduct an initial review to determine:

- Whether the complaint falls within the University's authority;
- Whether another University policy provides a specific process;
- Whether additional information is necessary;
- Whether the matter should be referred to another University official;
- Whether immediate action is necessary; and
- Whether the complaint should proceed to formal investigation or review.

The University may dismiss a complaint that:

- Is clearly outside the University's authority;
- Has already been fully resolved;
- Does not identify an actionable concern;
- Is sufficient information unsupported after reasonable opportunity to provide documentation; or
- Is otherwise not appropriate for institutional review.

When a complaint is dismissed, the University shall document the reason for the determination.

INVESTIGATION AND REVIEW

When formal review is warranted, the University may:

- Review University records;
- Review academic records;
- Review enrollment agreements;
- Review financial records;
- Interview the student;
- Interview faculty or staff;
- Review written statements;
- Examine applicable policies;
- Examine correspondence or electronic communications;
- Review other relevant evidence; and
- Request additional information from involved parties.

The University shall determine the appropriate scope of review based upon the nature of the complaint.



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STUDENT PARTICIPATION

The student shall have a reasonable opportunity to:

1. Explain the concern;
2. Submit supporting documentation;
3. Identify relevant witnesses or information;
4. Respond to material information when appropriate; and
5. Explain the resolution sought.

The University may establish reasonable deadlines for submission of information.

6. RESPONSE TO A FORMAL COMPLAINT

COMPLAINT DECISION

After reviewing the available information, the designated University official shall issue a written determination when appropriate.

The determination may:

- Find the complaint substantiated;
- Find the complaint partially substantiated;
- Find the complaint unsubstantiated;
- Determine that insufficient information exists to reach a conclusion;
- Dismiss the complaint; or
- Refer the matter for further review.

Where appropriate, the written determination shall identify:

- The issue reviewed;
- The relevant facts;
- The applicable policy;
- The determination;
- Any corrective action;
- Any required follow-up; and
- The student's right to appeal, if applicable.

16. CORRECTIVE ACTION

When a complaint is substantiated, Kingdom University may take corrective action appropriate to the circumstances.



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Corrective action may include:

- Correction of an administrative error;
- Recalculation of a financial account;
- Issuance of an appropriate refund;
- Correction of an academic record;
- Reconsideration of an academic decision;
- Revision of an administrative decision;
- Additional academic support;
- Policy clarification;
- Personnel action;
- Students conduct action; or
- Other appropriate institutional action.

The University shall not disclose confidential personnel or student disciplinary information beyond what is permitted by law and University policy.

The University will provide the students with a written response when appropriate.

The response may:

- Resolve the complaint;
- Deny the requested action;
- Modify or correct a previous decision;
- Request additional information;
- Refer the matter to another University authority; or
- Explain why no further action is warranted.

The University will make reasonable efforts to respond within 30 calendar days after receiving a complete formal complaint.

If additional time is reasonably necessary, the University may extend the review period and will communicate the delay to the student.

7. APPEALS

A student may appeal a University decision when an appeal is specifically permitted by University policy or when the decision involves a matter for which administrative review is appropriate.

An appeal should identify:



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- The decision being appealed;
- The reason the student believes the decision should be reconsidered;
- Relevant facts or circumstances;
- Supporting documentation, if applicable; and
- The specific outcome requested.

An appeal should ordinarily be submitted within 10 business days after the student receives the decision being appealed.

The University may accept a late appeal when circumstances reasonably prevented the student from meeting the deadline.

8. GROUNDS FOR APPEAL

An appeal should ordinarily be based upon one or more of the following:

1. A material error in the application of University policy or procedure;
2. Significant information that was not reasonably available when the original decision was made;
3. A material factual error;
4. Evidence that the decision was inconsistent with applicable University policy; or
5. Other circumstances that establish a reasonable basis for reconsideration.

An appeal is not ordinarily granted simply because a student disagrees with a properly applied University policy or decision.

9. APPEAL REVIEW

Appeals will be reviewed by the University administrator or authority designated by the University.

When appropriate, the person who made the original decision will not be the sole person responsible for reviewing the appeal.

The appeal reviewer may:

- Uphold the original decision;
- Modify the decision;
- Reverse the decision;
- Remand the matter for further consideration; or
- Take another action authorized by University policy.

The appeal decision will be communicated to the student in writing.



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10. ACADEMIC COMPLAINTS AND APPEALS

Academic complaints and appeals may involve matters such as:

- Course grades;
- Academic progress;
- Academic requirements;
- Course-related decisions;
- Program requirements; or
- Other academic determinations.

Students should first attempt to resolve academic concerns with the appropriate faculty member when reasonable.

If the matter cannot be resolved, the student may submit the matter for administrative review under this policy or under any more specific academic appeal procedure established by the University.

FINAL INSTITUTIONAL APPEAL

Kingdom University shall provide a final institutional appeal opportunity for matters that are subject to appeal.

The final appeal shall be reviewed by the University's designated final decision-making authority.

Final Appeal Authority: Office of the Chief Counsel

Title/Office: Counselor, Legal Officer

The final institutional decision shall ordinarily be issued in writing.

Unless a separate University policy provides otherwise, the final institutional decision shall constitute the University's final decision on the matter.

11. FINANCIAL COMPLAINTS AND APPEALS

A student who believes that a tuition, fee, account, withdrawal, or refund determination was made incorrectly may request review.

Financial matters will be reviewed in accordance with the applicable:

- Annual Tuition & Fee Policy;
- Annual Tuition Refund Policy;
- Student Withdrawal Policy; and



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- Enrollment Agreement.

The University will review the student's account and the documentation supporting the determination.

If an error is identified, the University will make the appropriate correction.

12. COMPLAINTS CONCERNING WITHDRAWAL

A student who believes that an official withdrawal date, administrative withdrawal, or related determination was made incorrectly may request review under this policy.

The University will review the applicable withdrawal documentation and relevant records.

Any resulting financial adjustment will be made in accordance with the Annual Tuition Refund Policy.

13. RETALIATION PROHIBITED

Kingdom University will not knowingly retaliate against a student for submitting a good-faith complaint or appeal.

Students are expected to submit complaints and appeals honestly and respectfully.

Knowingly submitting false information or using the complaint process for purposes unrelated to resolving a legitimate concern may result in appropriate action under applicable University policy.

14. CONFIDENTIALITY

The University will handle complaints and appeals with appropriate discretion and will limit access to information to individuals who have a legitimate need to participate in the review.

Complete confidentiality cannot always be guaranteed when information must be shared to properly investigate or resolve a matter.

15. DOCUMENTATION AND RECORDS

The University will maintain appropriate documentation concerning formal complaints and appeals.

Records may include:

- The student's complaint or appeal;
- Supporting documentation;



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- Relevant University records;
- Communications concerning the matter;
- The University's response; and
- The final determination.

Records will be maintained in accordance with the University's applicable record-retention practices.

16. STUDENT RESPONSIBILITY

Students are responsible for:

- Clearly communicating the nature of a complaint or appeal;
- Providing accurate information;
- Providing supporting documentation when available;
- Following applicable deadlines; and
- Cooperating reasonably with the review process.

17. EXTERNAL COMPLAINTS

Nothing in this policy prevents a student from pursuing a complaint through an appropriate external governmental, regulatory, accrediting, licensing, or other authorized entity when such a process is available.

The University's internal complaint process is intended to provide an opportunity for the University to address and resolve concerns directly whenever appropriate.

18. NO WAIVER OF RIGHTS

Participation in the University's internal complaint or appeal process does not waive any rights or remedies available to a student under applicable law.

19. RELATIONSHIP TO OTHER UNIVERSITY POLICIES

This policy should be read together with the University's:

- Enrollment Policy
- Annual Tuition & Fee Policy
- Annual Tuition Refund Policy
- Student Withdrawal Policy
- Enrollment Agreement
- Student Enrollment Acknowledgement



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- University Catalog
- Applicable academic and student conduct policies

Where a specific University policy provides a separate complaint or appeal procedure, that procedure will govern the applicable matter.

20. POLICY ADMINISTRATION

The University administration is responsible for administering this policy and maintaining an appropriate process for receiving, reviewing, and resolving student complaints and appeals.

Questions concerning this policy should be directed to the University's designated administrative office.

21. POLICY REVIEW

This policy will be reviewed periodically by the University to ensure that it remains appropriate, accessible, and consistent with University practices and applicable requirements.

APPROVAL

Authorized Kingdom University Official: Dr. Greg Hood

Title: President, Kingdom University

Signature:

Date Approved: 1 August 2026

Effective Date: 1 October 2026

Next Review Date: 1 July 2027

Policy Number: 007

Applies To: All Students

Responsible Office: Administration / Registrar / Admissions