



KENTUCKY STATE BOARD FOR PROPRIETARY EDUCATION

P.O. Box 1360, Frankfort, Kentucky 40602 ~ 911 Leawood Drive, Frankfort, Kentucky 40601
(502) 564-3296, Extension 227 ~ www.finance.ky.gov/bpe

FORM TO FILE A COMPLAINT

INSTRUCTIONS

1. This form must be typed or printed legibly and completed in its entirety.
2. Each person filing a complaint must submit a separate form.
3. No fee is required to be submitted with this form.
4. Attach continuation sheets if more space is needed to provide information.
5. Refer to KRS165A.400 and 201 KAR 40:030.
6. This completed form may be submitted to the Kentucky State Board for Proprietary Education either by mail to P.O. Box 1360, Frankfort, KY 40602 or by delivery to 911 Leawood Drive, Frankfort, Kentucky 40601.

PERSON FILING COMPLAINT

Complainant Name			Date of Complaint
Street Address	City	State	Zip Code
Home Telephone Number	Cell Telephone Number	Email Address	

SCHOOL INFORMATION

School Name			
Street Address	City	State	Zip Code
Telephone Number	Fax Number	Website Address	
Administrative Contact Person Name	Title		
Administrative Contact Person Address	City	State	Zip Code
Administrative Contact Phone Number	Fax Number	Email Address	

NAME OF SCHOOL EMPLOYEES INVOLVED, IF APPLICABLE

Employee Name	Title



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NAME AND PHONE NUMBER OF PERSONS WHO MAY PROVIDE ADDITIONAL INFORMATION

Name Relationship to Complainant

Telephone Number Type of Additional Information to be Provided

Name Relationship to Complainant

Telephone Number Type of Additional Information to be Provided

Name Relationship to Complainant

Telephone Number Type of Additional Information to be Provided

Name Relationship to Complainant

Telephone Number Type of Additional Information to be Provided

BRIEF SUMMARY OF COMPLAINT

Please provide names, dates, locations, events and actions which are the basis of your complaint.



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Briefly explain how this has affected your education?

Briefly explain how you would like to see this complaint resolved?

SUPPORTING MATERIAL

- If you are filing a complaint as a student against a school or an employee of a school, please complete, sign and attach a completed AUTHORIZATION FOR RELEASE OF STUDENT RECORDS (PE-25).
- A copy, marked Exhibit A, of your Student Enrollment Agreement.



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CERTIFICATION

I certify that the information provided on this form as submitted to the Kentucky State Board for Proprietary Education is true and correct in its entirety.

Complainant Signature

Date

State Of _____

Affix notary stamp here

County Of _____

Signed and sworn before me on this _____ day

of _____, 20 _____

My commission expires: _____

Notary Signature

FREQUENTLY ASKED QUESTIONS

What are your rights?

You have a right to expect a professional standard of education and conduct from a school. If you believe any employee of a school has violated Kentucky statutes or regulations, you may send a written complaint to the Kentucky State Board for Proprietary Education (Board). As the Board responsible for regulating private career colleges and schools and protecting the public in matters related to private career colleges and schools, the Board will review your complaint and take appropriate action.

How does the complaint process work?

Complaints that have been received in writing at the Board office will be acknowledged promptly by letter. A copy of your complaint is forwarded to the school for review and response. The school is required to respond within ten (10) days. Once the school's response is received by the Board, a copy will promptly be forwarded to you. If you choose to respond to the school's response, you must do so within ten (10) days. Once your response is received by the Board, a copy will promptly be forwarded to the school. If the school chooses to do so, the school must respond to your response within ten (10) days. The Complaint Review Committee will then review all submitted documents. If no law appears to have been violated, you will receive notification from the Board. If the Board believes a law may have been violated, a recommendation will be made to the Board by the Complaint Review Committee regarding the resolution of the complaint. If the Board files formal charges against a school as a result of the review of the complaint, an administrative hearing may be held. This formal hearing involves lawyers, a court reporter, a hearing officer and witnesses. If the Board finds that the school has not met the prescribed standard of care and conduct, it has the authority to impose penalties ranging from suspension or loss of a certificate or license to a reprimand. It is more likely that the matters raised in your complaint will be resolved in an agreement between the Board and the school.

What might I expect from filing a complaint?

The complaint process is a detailed and deliberate one, and you should expect some delay. In every case the school will be informed that a complaint has been filed, the name of the complainant, and the disposition of the complaint. Not every complaint results in disciplinary action by the Board if the school has not violated the laws governing private career colleges and schools in the Commonwealth of Kentucky. If charges are filed, a hearing may be held similar to a court trial, and it is open to the public. You may be subpoenaed as a witness to provide testimony regarding the case. In this event the Assistant Attorney General assigned to the Board will assist you in preparing for the hearing.

If the Board orders a specific sanction, the school has the right to appeal, and a final decision may be delayed in the courts. While you may have an opinion regarding the process and outcome of processing your complaint, please remember that the decisions to dismiss or settle a case or propose disciplinary measures are solely the decision of the Board and may be subject to review by the courts. If the Board files formal charges or takes formal action against a school, most portions of the investigative file will become a public record which can be viewed by any individual who requests to do so. The record may include your written complaint, transcripts, or reports of interviews, letters, and other documents. All testimony and evidence admitted in a formal hearing are a matter of public record as well. Student records obtained in the process of investigation usually can be protected from disclosure as public records. Throughout the various stages of the complaint process, you will be kept informed. You will also be advised of the final outcome.

