

## Discrimination Grievance Procedures

Federal law prohibits discrimination on the bases of age, race, color, national origin, sex, and disability in programs receiving federal financial assistance. Kaplan University encourages students to bring all complaints or grievances regarding such discrimination to its attention.

1. A discrimination grievance is any complaint regarding discrimination on the basis of age, race, color, national origin, sex, including sexual harassment, or disability by Kaplan University or any Kaplan University employee, student, or other third party. A complainant may present a grievance through the following discrimination grievance procedures. Kaplan University will investigate all complaints or grievances fully and promptly.
2. The complainant should first bring the grievance to the attention of the Discrimination Grievance Coordinator, whose name and contact information appears below, as soon as possible following the occurrence of the alleged discrimination. The grievance must be in writing and contain the following information:
  - a. Name and address of the complainant;
  - b. Description of and date of alleged violation;
  - c. Names of persons responsible for the alleged violation (if known);
  - d. Requested relief or corrective action, if applicable; and
  - e. Any background information the complainant believes to be relevant.
3. Upon the filing of a grievance, Kaplan University will conduct an investigation, to include taking statements from the complainant and witnesses, if applicable.
4. Within a reasonable time, following receipt of the grievance, Kaplan University will complete its investigation and provide notice to the complainant and all alleged responsible parties of the outcome of the investigation and the basis for its decision.
5. If Kaplan University determines that discrimination has occurred, it will take all appropriate steps to prevent the recurrence of the discrimination and to correct the effects on the complainant and others, if appropriate.

6. The complainant may also contact:

U.S. Department of Education  
Office for Civil Rights  
Lyndon Baines Johnson Department of Education Bldg  
400 Maryland Avenue, SW  
Washington, DC 20202-1100  
Telephone: 800.421.3481  
FAX: 202.453.6012; TDD: 877.521.2172

A complainant may file a complaint with the Office for Civil Rights at any time before, during, or after the grievance process. The complainant does not have to complete the Kaplan University grievance process before contacting the Office for Civil Rights.

Kaplan University has also designated a Discrimination Grievance Coordinator. The contact information for the Coordinator can be found below:

Justin O'Sullivan  
Director of Student Relations  
6301 Kaplan University Avenue  
Fort Lauderdale, FL 33309  
Tel: 954.512.6343  
Email: [studentrelations@kaplan.edu](mailto:studentrelations@kaplan.edu)