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STUDENT COMPLAINT POLICY

An official complaint is when a student alleges:

1. the institution has violated local, state, and/or federal law;
2. a breach of contract e.g. failure to meet institutional obligations as presented in a recruiting material document, application for enrollment or student housing, course syllabus, etc.; or,
3. a passive response by the institution to a complaint by a student that resulted in material damages to the student.


Disagreement with an administrative decision, or the outcome of an appeal of that decision, is not a complaint unless it alleges improper, unfair, or arbitrary treatment. The complaint must be in writing with an identifiable signature and is not already covered by another existing policy or process (see attached table).

A student wishing to file a complaint should do so as promptly as possible following the alleged violation, but by no later than February 15 for a concern occurring during the prior fall semester, June 15 for the prior spring semester, and September 15 for the prior summer term. Timely initiation of a complaint rests with the student. The complaint should be in writing and signed by the complainant or submitted electronically from a Colorado Mesa University student email address. The complaint should 1) describe the issue that is the basis for the complaint, including the steps have been taken to informally resolve the problem, and 2) include any relevant documents the student would like to be reviewed as part of the complaint process.

Depending on the nature of the violation, the complaint should be sent to the Office of the -

- Vice President for Academic Affairs or the Vice President for Community College Affairs if the concern is academic-related;
- Vice President for Finance and Administration if service-related;
- Vice President for Student Services if behavior or conduct related; or
- Director of Human Resources if an alleged violation of discrimination in employment or education opportunity.


Following the submission of the written complaint to one of the above administrators, the relevant administrator (or designee) will investigate the complaint and respond in writing to the student with his/her decision within 30 days of receipt of the complaint. The intent of the University is always to reach a decision in as timely a manner as possible.

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The administrator is to protect the rights of both the student and the University when such situations arise. All materials reviewed by the administrator are protected, where appropriate, by Family Educational Rights and Privacy Act (FERPA) regulations. The ruling of the investigating Vice President/Director of Human Resources is final; there is no appeals process.

ATTACHMENT

Type of Complaint	Policy or Procedure Addressing Complaint	Where found/posted (e.g., URL or catalog page)
ACADEMIC AND GRADES:		
Grade Appeal in an undergraduate course	Grade Appeal Process	The Maverick Guide: https://www.coloradomesa.edu/student-services/maverick-guide.html
Termination Appeal - Graduate Program	Termination Appeal - Graduate Program	http://www.coloradomesa.edu/catalog
General Academic	CCHE Complaint Policy	http://highered.colorado.gov/Academics/Complaints/default.html
Grievance and Appeals	BSN in Nursing Student Handbook	http://www.coloradomesa.edu/health-sciences/documents/BSNStudentHandbook.pdf
Grievance and Appeals – Educational Access Services	Educational Access Services Grievance Procedure	https://www.coloradomesa.edu/educational-access/grievance-for-education-access-services.html
Admission Appeals – Graduate	Admission Appeals – Graduate	http://www.coloradomesa.edu/catalog
Graduate Appeals - policies, course grades, thesis or supervisory committees	Graduate Appeals - policies, course grades, thesis or supervisory committees	http://www.coloradomesa.edu/graduate/documents/GraduatePoliciesProcedures.pdf
Grade Appeal in a graduate teacher education course	Grade Appeal in a graduate teacher education course	http://www.coloradomesa.edu/teachered/documents/CMU_CTE_Graduate_Degree_Handbook.pdf
Academic Dishonesty/ Grade Appeal	Academic Dishonesty/ Grade Appeal	https://www.coloradomesa.edu/student-services/maverick-guide.html

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Type of Complaint	Policy or Procedure Addressing Complaint	Where found/posted (e.g., URL or catalog page)
STUDENT CONDUCT:		
Charges for violating Student Code of Conduct	Written statement to Student Conduct Officer	The Maverick Guide: https://www.coloradomesa.edu/student-services/maverick-guide.html
Appeals of Decision of Student Conduct Board	Appeals of Decision of Student Conduct Board	The Maverick Guide: https://www.coloradomesa.edu/student-services/maverick-guide.html
Appeal of conduct hearing outcome	Student may appeal the outcome of a Residence Life Conduct Board hearing to the Director of Residence Life.	Process explained in Conduct Board outcome letter sent to the individual student

DISCRIMINATION/SEXUAL HARRASMENT:		
Sexual Assault	Sexual Assault	The Maverick Guide https://www.coloradomesa.edu/student-services/maverick-guide.html
Sexual Harassment and other forms of discrimination	Sexual Harassment; Anti-Discrimination Policy	The Maverick Guide: https://www.coloradomesa.edu/student-services/maverick-guide.html <i>CMU Catalog,</i> Trustees Policy Manual: https://www.coloradomesa.edu/trustees/documents/bot-policy-manual.pdf Professional Personnel Employment Handbook: https://www.coloradomesa.edu/human-resources/documents/policies-manuals/employment-handbook.pdf Section II




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Type of Complaint	Policy or Procedure Addressing Complaint	Where found/posted (e.g., URL or catalog page)
FINANCIAL:		
Late Fees on Tuition	Late Fees on Tuition	Billing and Due Dates: http://www.coloradomesa.edu/student-accounts/billing.html
New Fee or Fee increase appeal/ complaint	Institutional Plan for Student Fees	http://www.coloradomesa.edu/student-accounts/documents/IPLAN.pdf
Cost of Tuition	Cost of Tuition	Tuition & Costs: http://www.coloradomesa.edu/studentaccounts/expenses.html
Timing of Refunds (Direct Deposit vs. Paper Checks)	Timing of Refunds (Direct Deposit vs. Paper Checks)	Office of Student Accounts Refunds: http://www.coloradomesa.edu/student-accounts/refunds.html
Textbook refunds	Bookstore Refund Policy	Returns/Refunds: https://www.themaverickstore.com/returns-and-refunds
Textbook buyback pricing	Bookstore Buyback Policy	Buyback Policy: http://store633.collegestoreonline.com/ePOS?form=shared3/gm/merch.html&cat=25&store=633&design=633
MavCard	Financial/ Statement Error	https://www.coloradomesa.edu/mavcard/documents/2018-cmu-mavcard-disclosure-statement.pdf
Timing of third-party payments in regards to late fees.	Timing of third-party payments in regards to late fees.	http://www.coloradomesa.edu/student-accounts/billing.html
Financial Aid Suspension	FA Suspension Appeal Process	Terms and Conditions Signed accepted on MavZone when accepting financial aid. Form and instructions found on financial aid web page: https://www.coloradomesa.edu/financial-aid/documents/1617IneligibilityAppeal.pdf
Financial Aid suspension	Terms and Conditions of Financial Aid	Financial Terms and Conditions; appeal process posted at: http://www.coloradomesa.edu/financial-aid/documents/1617TermsandConditionsofFinancialAid.pdf

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Type of Complaint	Policy or Procedure Addressing Complaint	Where found/posted (e.g., URL or catalog page)
Registration & Billing Refunds	Registration & Billing Appeals Review	Appeal Form available from Registrar's, Student Accounts, and/or Financial Aid Offices for students having concerns about drop/withdraw/tuition refund issues. <ul style="list-style-type: none"> • <i>CMU Catalog, p. 38</i> under "Total Withdraw from the College" in paragraph 2.
Appeal of Residence Hall Damage Charge	NOTE: All charges for damage are reviewed by both the live-in Coordinator (professional staff person) and the Assistant Director – Operations; Student may appeal charges by submitting letter to the Director of Residence Life	Process explained in letter sent to individual student
Maximum COF Hours Exceeded	Appeal of Maximum COF Hours Exceeded	CMU Website - http://www.coloradomesa.edu/cof/

INFORMATION TECHNOLOGY:		
Parent Access to Student Accounts	Parent Access to Student Accounts	CMU FERPA Policy: http://www.coloradomesa.edu/registrar/ferpa.html Students may authorize their parents to view and discuss FERPA-restricted information with University officials by completing the requested information from the Student Authorized Release of Information link found on the Student Academics tab in MavZone.
Digital Millennium Copyright Act (DMCA) Notice of Claimed Infringement	Policy/Plan to Combat Unauthorized Distribution of Copyrighted Material and Peer-to-Peer File Sharing	Peer-to-Peer File Sharing: http://www.coloradomesa.edu/copyright/p2p.html
Inappropriate Network Use	Network Use Agreement	Network Use Agreement: https://www.coloradomesa.edu/information-technology/documents/2020-colorado-mesa-university-network-use-agreement.pdf
Information Technology Issues	Web Help Desk	IT Help Desk/Service Requests: Telephone: 970-248-2111; Online: MAVzone, Help Desk icon in the upper right corner or https://www.coloradomesa.edu/information-technology/getstarted-students/technology-resources.html

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Computer Labs General	CMU Website	http://www.coloradomesa.edu/it/labs.html
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ADMISSIONS:		
Admissions status (in-state vs. out-of-state)	Admissions status (in-state vs. out-of-state)	Petition for In-State Tuition Classification: http://www.coloradomesa.edu/admissions/documents/resPetitionForm.pdf
Residency Appeals	Residency Appeals	https://www.coloradomesa.edu/admissions/documents/residency-petition-form-22-23.pdf
Hold on Registration for Final High School Transcripts	Undergraduate Admission information	http://www.coloradomesa.edu/catalog (p.16)

REGISTRATION:		
Suspension – Request to not sit out required time	Suspension Appeals Review	Stated in the suspension letter which is mailed to all suspended students.
FERPA Request to Amend Record	FERPA Request to Amend Record	CMU Website - http://www.coloradomesa.edu/registrar/forms.html under “Request to Inspect/Amend Records”.
Withdrawal deadline	Withdrawal deadline	http://www.coloradomesa.edu/catalog (p. 38)

MISCELLANEOUS:		
Facilities: Residence Halls	Online service request form (gathers information and sends email to Coordinator – who submits actual service request)	Choose “Residence Hall Service Request” option on MAVzone login page
Complaints about employer recruiting on campus	Complaints about employer recruiting on campus	http://www.coloradomesa.edu/career/employers/recruiting.html
Signs	Temporary Sign Policy	Temporary Signs on Campus: http://www.coloradomesa.edu/facilities/sign-policy.html