

POLICIES OF COLORADO STATE UNIVERSITY

UNIVERSITY POLICY



Policy Title: Student Complaint Reporting	Policy ID # 8-8004-004
Effective Date: February 9, 2013	Category: 8. Student Affairs
Policy Owner: Vice President of Student Affairs <u>Vice Provost for Graduate Affairs and Dean of the Graduate School</u>	Contact(s): Dean of Students Web: http://www.studentaffairs.colostate.edu/ Email: yps@colostate.edu Phone: (970) 491-5312 <u>Vice Provost for Graduate Affairs and Dean of the Graduate School</u> Web: http://www.graduateschool.colostate.edu Email: gradschool@colostate.edu Phone: (970) 491-6817

PURPOSE OF THIS POLICY

The purpose of this policy is to help assure Colorado State University students a quality education, provide excellent student support services, and help the university identify any serious or systemic problems or issues affecting the quality of ~~the~~ educational and graduate training experiences. The principles and procedures set forth in this policy are intended to allow stakeholders and members of the public to provide information that can indicate potential concerns regarding compliance with accreditation requirements and help CSU meet its obligations for receiving, responding to and tracking student complaints.

APPLICATION OF THIS POLICY

This policy applies to all students who are enrolled at Colorado State University at the time that the complaint is filed in accordance with the policy.

DEFINITIONS USED IN THIS POLICY

Student: an individual who is currently enrolled full-time or part-time or was enrolled at the institution within the previous two semesters (one academic year) when the underlying facts and circumstances of the complaint first occurred, and who has not been suspended or dismissed, or otherwise is required to re-apply for admission.

Parents, relatives, employers, agents, and other persons acting for or on behalf of a Student are not Students within the meaning of this Policy.

Student Complaint: A written complaint made and signed by a Student that is received by the Office of the Vice President for Student Affairs (VPSA) or the Graduate School (see Procedures section below).

EXEMPTIONS FROM THIS POLICY

The following matters are not handled as Student Complaints within the scope of this policy, but may be directed for attention as follows:

- Complaints or grievances of substantive concern for accreditation should be directed to the Higher Learning Commission. Examples of such complaints as well as the appropriate submission forms are [available online](#).
- Complaints or grievances arising from, or made in connection with a student's employment by the University in any capacity should be directed to [Human Resources](#) or the [Office of Equal Opportunity](#), as appropriate. The University Ombuds also may assist with matters related to employment. See References section below.
- Grade appeals are handled according to [procedures set forth in the General Catalog](#), not through the student complaint process, except that unethical, illegal, or improper conduct of a faculty member may be the subject of a Student Complaint, even if it occurs in the context of a grade decision or appeal. For more information, see the [Student Resolution Center website](#).
- Curriculum matters, including waivers of All University Core Curriculum (AUCC) course requirements and related appeals are reviewed by the Office of the Vice Provost for Undergraduate Affairs. Information regarding academic appeals can be found on the [Office of the Registrar's Website](#). Students are encouraged to meet with their assigned degree analyst in the Office of the Registrar or academic advisor to review options for appeals.
- Matters concerning graduation requirements for undergraduate students are handled by the Office of the Vice Provost for Undergraduate Affairs. Students seeking

information regarding appeals to university graduation requirements should contact the [Office of the Registrar](#) for guidance on the appeals process. Graduate students should contact the Graduate School for assistance.

- Registration complaints and appeals must be directed to the [Office of the Registrar for undergraduate students](#); graduate students should contact the [Graduate School](#).
- Sexual misconduct, sexual harassment, and sex discrimination, and other discrimination complaints are governed under separate policies. See the [Office of Equal Opportunity \(OEO\)](#) home page. See also: [CSU Policy on Discrimination, Harassment, Sexual Harassment, Sexual Misconduct, Domestic Violence, Dating Violence, Stalking and Retaliation](#).
- Financial issues such as tuition and fee assessments and departmental fees may be made directly to the Office of Financial Aid. See the [Financial Aid website](#) for contact information. For questions or problems with a student account billing statement, see the [Business and Financial Services](#) website for contact information.

In addition, students always have the option to use the CSU System's [Compliance Reporting Hotline](#) when the subject matter of the complaint concerns alleged fraud, abuse, waste of University resources, or violation of any law or regulation by the University in connection with its official business functions.

POLICY STATEMENT

Colorado State University is committed to treating all students equitably and respectfully. The University's policies that apply to students are published annually in the General Catalog [and the Graduate & Professional Bulletin](#), in addition to those found in other resources from individual departments and offices. In an instance of perceived violation of a University policy, a student may file a complaint in accordance with this Policy.

CSU recognizes the value of information provided by stakeholders and the public and is committed to prompt, fair and equitable resolution of meritorious complaints.

POLICY PROVISIONS

Student complaints not falling under the categories or other policies identified above should be made to the supervisor or responsible staff member of the area from which the complaint originates for attempted informal resolution of the complaint. [For example, many problems with a faculty, advisor, supervisor or staff person](#) are resolved when a student makes an appointment with a ~~faculty or staff member~~ [that person](#) and calmly and honestly communicates their concerns. [Students are encouraged to seek help from Conflict](#)

Resolution Services of the Student Resolution Center to learn how to communicate their concerns with the involved person. Conflict Resolution Services staff are also available to facilitate conversations and help mediate conflict so that issues can be resolved informally.

If, however, an issue or problem still exists, a student may initiate the formal complaint procedures at CSU. All formal complaints must be put in writing and must be signed by the student (including electronic or digital facsimile signatures clearly attributable to the student--for example, the student's name in an email message received from their CSU email account). A Student Complaint Form is provided as a tool for presenting a written complaint, but is not required.

Procedures for Filing a Written Complaint

1. Attempt an informal resolution of the matter as noted above, with the assistance of Conflict Resolution Services if needed.
2. Complete the Student Complaint Form and mail, email, or deliver it to the VP~~SA~~Office~~appropriate Office listed below.~~

Undergraduate Student Complaints:

Vice President for Student Affairs _____
Attn: Dean of Students _____
201 Administration Building _____
8004 Campus Delivery _____
Fort Collins, CO 80523-8004 _____

email: VP~~SA~~@colostate.edu

Tel: 970-491-5312 _____

Graduate Student Complaints:

Graduate School _____
Attn: Dean of the Graduate School _____
108 Student Services Building _____
1005 Campus Delivery _____
Fort Collins, CO 80523-1005 _____

Email: gradschool@colostate.edu

Tel : 970-491-6817 ~~The VP~~SA

Office will notify you with an acknowledgement that the complaint was received.

NOTE: All Student Complaints must be submitted in writing. A complaint reported by telephone will not be considered as submitted for review. The Office will notify you with an acknowledgement that the complaint was received.

Complaint Review and Resolution Process

The VP~~SA~~ and Graduate School Offices ~~is-are~~ is-are not ~~an~~ advocates for any party to a dispute but ~~is-an~~ are advocates for a fair process. Acting as a neutral, third party, the Dean of Students, Dean of the Graduate School, or designee will first attempt to resolve the complaint by working with the student and the appropriate university employees and officials to assure

a fair process. The ~~y-Dean of Students~~ may refer the matter to Conflict Resolution Services at the Student Resolution Center (SRC) for assistance in attempting an informal resolution. This assures that the complaint is considered by the appropriate officials and receives an impartial review.

If the matter is not resolved informally, the Dean of Students or Dean of the Graduate School will forward the complaint to the appropriate university official for further review and attempt to resolve the matter. If the matter is still not resolved to the student's satisfaction, ~~the Dean of Students~~ students will be connected with ~~will help identify~~ other resources that may be available to the student including any appeals that may be available from agencies external to the University, including the Colorado Department of Higher Education (CDHE) and Higher Learning Commission (HLC). (See the contact information under References, below).

A record of the complaint and its disposition will be maintained in the VPSA Office or the Graduate School.

Complaint Tracking

The VPSA Office or Graduate School (or its designee) will track each Student Complaint, and will maintain a record that includes, at a minimum, the following information:

- The date that the Student Complaint was received;
- The Student(s) identified with the Complaint;
- The nature of the Student Complaint, with a copy attached, to be retained for not less than two (2) years after its final disposition;
- The university officials who were asked to address the complaint and the steps taken to resolve it;
- The final resolution or disposition of the complaint;
- Any external actions taken by the complainant of which VPSA or the Graduate School becomes aware.

The information tracked will be made available to regulatory agencies and accrediting bodies, including the Higher Learning Commission and the Colorado Department of Higher Education, as required in accordance with applicable laws, regulations and policies.

Protection from Retaliation

The University prohibits retaliation against any student ~~who file~~for filing a written complaint, as per the [CSU Policy: Retaliation and Whistleblower Protection Policy](#).

COMPLIANCE WITH THIS POLICY

Failure to comply with this policy may result in no action being taken with respect to the subject matter of a complaint, or other disposition by the VPSA or the Graduate School. Where such failure also involves a violation of rules and policies regarding student or employee conduct, disciplinary action may result in accordance with the applicable rules and policies.

REFERENCES

Code of Federal Regulations 34 CFR 602.16(a)(1)(ix)

Higher Learning Commission-Student Complaint Process

Colorado Dept. of Higher Education Student Complaint Policy

APPROVALS

Effective February 19, 2013

Revision approved by Lynn Johnson, Vice President for University Operations, on ~~February 17, 2020~~ February 17, 2020

Revision approved by Lynn Johnson, Vice President for University Operations, on _____.