



UCCS CAMPUS POLICY

Policy Title: General Student Complaints

Policy Number: 600-002

Policy Functional Area: STUDENT SUCCESS

Effective: May 19, 2017

Approved by: Venkat Reddy, Chancellor

Responsible Vice Chancellor: Student Success (VCSS)

Office of Primary Responsibility: Vice-Chancellor of Student Success

Policy Primary Contact: VCSS, 719-255-3582

Supersedes: Not applicable

Last Reviewed/Updated: May 1, 2017

Applies to: Administrators, Faculty, Staff, Students

Reason for Policy: This policy establishes the process for general student complaints, meaning complaints which are not addressed by other specific complaint/appeal policies or procedures.

I. INTRODUCTION

UCCS encourages students to report complaints so that the university may discuss their complaints with them in a professional manner. UCCS also encourages informal resolution through direct communication with the individuals involved. Formal complaints will be considered if the student has properly exhausted the informal processes.

This policy establishes the process and provides guidance for general student complaints and addresses how UCCS collects, records, maintains and acts upon these complaints. This policy does not cover student complaints or appeals that are addressable by other specific procedures mandated by law and/or described in other university policies or procedures. In those cases, such other specific procedures, rather than this policy, must be followed. See Exclusions section below.

II. POLICY STATEMENT

- A. Student Complaints. Any student may initiate a complaint alleging a violation of UCCS administrative or academic policies or other established practices related to action or inaction by the university within the control of the university, as applied to the student concerning his or her role as a student. Parents, relatives, employers, agents, and other persons acting for or on behalf of a student are not considered students under this policy.
- B. Exclusions. This policy does not cover student complaints or appeals that are addressable by other procedures mandated by law and/or described in other university policies or procedures. In those cases, such other specific procedures, rather than this policy, must be followed.

1. Complaints about actions covered under other university policies and procedures are required to follow those specific policies and use their specific procedures. For example (and not an exhaustive list):
 - a. Academic Honesty: Student Academic Code of Ethics (UCCS Policy 200-019)
<https://vcaf.uccs.edu/policies/uccs/policies>
 - b. Disability Access and Accommodation: Disability Services
<https://disability.uccs.edu/> (see also UCCS Policy 300-021)
<https://vcaf.uccs.edu/policies/uccs/policies>
 - c. Financial Aid: Grievance Process <https://finaid.uccs.edu/forms>
 - d. Intercollegiate Athletics: UCCS Athletics <http://gomountainlions.com/staff.aspx>
 - e. Online and Distance Education Students: UCCSConnect <https://connect.uccs.edu/>
 - f. Protected Class Discrimination and Harassment and Sexual Misconduct: Office of Institutional Equity <https://equity.uccs.edu/>
 - g. Student Life and Leadership: Student Club Code of Conduct
<https://studentlife.uccs.edu/clubresources>
 - h. Grade Appeals – Consult applicable college or academic department
 - i. Tuition
 - j. Student Employment
 - k. Parking Tickets
 2. For specific appeal opportunities (not an exhaustive list):
 - a. Academic Grade Appeals: Consult applicable college or academic department
 - b. Financial Aid : <https://finaid.uccs.edu/forms>
 - c. Parking : <https://pts.uccs.edu/parking>
 - d. Residence Life & Housing: <https://residence.uccs.edu/>
 - e. Student Employment: <https://stuemp.uccs.edu/>
 - f. Student Code of Conduct: <https://dos.uccs.edu/student-conduct>
 - g. Tuition: <https://registrar.uccs.edu/>
 3. Complaints registered through the Counseling/Wellness Center and the Lane Center Healthcircle Clinics which involve confidential information (i.e. health records, medical information) will be handled according to established procedures and will not be recorded in the formal complaint log.
 4. Students complaining about matters unrelated to their roles as students may complain directly to the appropriate office, but there is no requirement that any office keep track of such complaints.
- C. Acceptance and Logging of Complaints. Each university division must accept both informal and formal student complaints. Each vice chancellor shall determine, in collaboration with their departments, the level within their division (e.g., by office, by department, by academic unit, referred to as a “designated unit”) at which formal complaints are collected and logged and shall document these determinations. The designated unit shall provide the complaint log and/or summary reports to their vice chancellor as requested and to the Compliance Director quarterly.
- D. Complaint Log. All designated units must maintain a complaint log of all formal complaints. The complaint log must be compiled in an electronically secure format that can be provided to the appropriate vice chancellor upon request. See Procedures section for specific requirements of the complaint log.
- E. Informal Complaint. Informal complaints (i.e., concerns or expressions of dissatisfaction or disagreement) should be handled through direct communication (i.e., conversation, email, letter) between the student and the individual or office involved. The majority of student complaints can be addressed through communication with the individuals involved, and these informal complaints typically consist of the daily assistance campus personnel provide to students. If the issue remains unresolved, the informal complaint should be directed to the appropriate Dean, director or supervisor. Students may also consult with the Office of the Dean of Students if unsure about where or how to address a concern.

Informal complaints are not required to be in writing, collected or logged. It is expected that students will utilize informal processes in as timely a manner as possible and that the university will likewise address the informal complaint in as timely a manner as possible. If a student is not satisfied with the resolution, the student may initiate a formal complaint.

- F. Formal Complaint. Formal complaints by students under this policy must be submitted in writing and signed by the student and can consist of an email sent from a UCCS account that includes the student's name and contact information. Formal complaints do not include anonymous complaints, complaints filed on behalf of another person, survey responses or social media postings. Formal complaints that are appropriately handled by a different procedure on campus (such as those listed as examples in the Exclusions section) will be returned to the student with a referral to the appropriate office or procedure. Students shall exhaust informal processes prior to submitting a formal complaint.

Students should submit a formal complaint within ten (10) business days of the most recent alleged concern. Students should include the nature of the complaint, the remedy sought, and a description of all previous attempts to resolve the issue informally. The designated unit will review the matter or refer it to the appropriate office or procedure. The student should expect a preliminary response from the appropriate designated unit within ten (10) business days of its receipt of the complaint. The designated unit will address the formal complaint in as timely a manner as possible and will provide the student a final written determination, including any proposed resolution, upon conclusion of its review.

G. Procedures for Resolution and Record-Keeping for Formal Complaints.

1. Designated units shall establish a process for the format of student formal complaints and their collection, logging, and resolution, including who is responsible for managing and maintaining the log.
2. This process should be documented and available for access by students.
3. Designated units must submit their student formal complaint logs (or summary reports) to the appropriate vice chancellor as requested and quarterly to the Compliance Director for review and assessment.
4. Designated units receiving a formal complaint under this policy shall note the complaint on its complaint log, whether that complaint is received from the complaining student directly or whether the complaint is referred by or to another designated unit, the dates and summary descriptions of all activity regarding the complaint and its resolution, and the name of student. See Attachment A for an example.
5. If a formal complaint is referred to another designated unit, the appropriate receiving designated unit shall notify the original unit when the matter is resolved. To avoid a referred matter from being counted twice, it should only be tallied as part of an aggregate report by the appropriate receiving designated unit.
6. Designated units shall securely maintain electronically the student formal complaint logs together with records of the final outcome for a minimum of five years.

H. Other Complaint Resources.

1. Accrediting Agency. Any prospective or enrolled student may request a copy of UCCS's accreditation and state approval documents. Complaints relating to the University's institutional quality may be filed with the [Higher Learning Commission \(https://www.hlcommission.org/HLC-Institutions/complaints.html\)](https://www.hlcommission.org/HLC-Institutions/complaints.html).
2. Colorado Department of Higher Education. Students who have exhausted campus opportunities for resolution and are unsatisfied with their resolution may file a complaint with the Colorado Department of Higher Education (<https://higher.ed.colorado.gov/filing-a-student-complaint->

- concerning-a-public-institution). Students living outside of Colorado may file an additional complaint with their state agency.
3. EthicsPoint. In addition to the processes outlined in this policy, anyone, including students, are encouraged to report possible ethical and compliance violations through EthicsPoint (<https://secure.ethicspoint.com/domain/media/en/gui/14973/index.html>). EthicsPoint accepts anonymous complaints.
 4. Fiscal Misconduct Reporting. Please see University of Colorado Administrative Policy Statement 4012-Fiscal Misconduct Reporting. (<http://www.cu.edu/ope/aps/4012>)
 5. Human Resources Compliance. This area manages reporting as it relates to Conflict of Interest, Employee ADA Access and Accommodations, and Affirmative Action. (<https://hr.uccs.edu/current-employees>)
 6. Public Safety. Available for reporting crimes and other emergencies. Also responsible for distribution of the Annual Security and Fire Safety Report. (<https://police.uccs.edu/>)

III. KEY WORDS

IV. RELATED POLICIES, PROCEDURES, FORMS, GUIDELINES, AND OTHER RESOURCES

- A. Principals of Ethical Behavior
- B. Reporting and filing a complaint (see Compliance and Ethics Website)
- C. Other Resources (i.e. training, secondary contact information)

V. HISTORY

Initial Approval (Expedited): August 26, 2016

Reviewed: May 1, 2017

Attachment A



University of Colorado
Colorado Springs

Complaint Log

Each university division is required by UCCS Policy 600-002 to maintain a complaint log and must be prepared to present the log for review by its vice chancellor or other appropriate university official. This document provides a template for policy compliance and reporting. Previous complaints are logged with respective offices and are available upon request.

Area Collecting Complaints: _____

Date of Complaint	Name of Person Submitting Complaint(include student ID if available)	Complaint Description (Please include names of people or departments for trending purposes)	Complaint Founded / Unfounded	Date of Response	Responder	Description of Response	Sanctions