

	Student Complaint Process	Responsible Administrative Unit: Student Life
	Issued: August 1, 2012 Revised: April 6, 2018	Policy Contact: Dean of Students dmorgan@mines.edu

1.0 PURPOSE

Students are consumers of services offered as part of their academic and co-curricular experience at the Colorado School of Mines (Mines). Thus, Mines provides various avenues for Students and others in the community to discuss issues or concerns, or ask questions.

2.0 STUDENT COMPLAINT PROCESS

If a student needs to make a complaint, specific or general, about their experience at Mines, he or she should contact the Student Life Office at [303-273-3231](tel:303-273-3231) or come to the office in the Ben Parker Student Center, Second Floor. Please see the resources section for specific policy and procedures at Mines.

If the issue is related to discrimination, sexual harassment, or sexual violence, there are specific procedures that will be followed. If a student is interested in making a complaint or concern under these areas, the student may initially consult with the Student Life Office or with the Title IX and Equity Compliance Office.

All complaints, as well as the interests of all involved parties, will be considered with fairness, impartiality, and promptness while a complaint is being researched and/or investigated by Mines.

3.0 RESOURCES

This process may also be found in the undergraduate and graduate bulletins online at <https://catalog.mines.edu/>.

Other Mines' policy, procedures, and resources include, but are not limited to, the following:

- [Student Code of Conduct and other Policies](#)
- [Policy Prohibiting Gender-Based Discrimination, Sexual Harassment, and Sexual Violence](#)
 - [Procedure for Resolving Complaints of Gender-Based Discrimination, Sexual Harassment, and Sexual Violence Against Students.](#)
- [Unlawful Discrimination Policy](#)
- [SpeakUP@Mines \(for anonymous reporting\).](#)

For more information on Mines' policy, please contact the Compliance & Policy Office at 303-384-2236 or email compliance@mines.edu.

4.0 REVIEW CYCLE AND HISTORY

The process will be reviewed annually by the Dean of Students.

This process was adopted in August 2012.

Updated August 2016 (contacts & titles updated; resources, review cycle, & history added).

Updated April 2018 (Office Titles and resources updated)