

	<b>Student Complaint Process Procedures</b>	
	<b>Responsible Administrative Unit:</b> Student Life	<b>Procedure Contact:</b> Derek Morgan, Dean of Students <a href="mailto:dmorgan@mines.edu">dmorgan@mines.edu</a>

## 1.0 PROCEDURE PURPOSE

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

## 2.0 PROCEDURES

### 2.1 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.

Students may also submit a formal complaint to the Higher Learning Commission as well as Colorado Commission of Higher Education through their individual websites. Colorado School of Mines will provide links to their official webpages at: <https://www.mines.edu/speak-up/speak-up-mines/student-complaint-process/>.

### 2.2 Resources.

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

Other relevant Mines' policy, procedures, and resources can be found in the [Policy Library](#). Relevant policies include, but are not limited to, the policies in the Student Policies section and policies related to discrimination.

For more information on Mines' policies, please contact Compliance & Policy at [compliance@mines.edu](mailto:compliance@mines.edu).

### **3.0 HISTORY AND REVIEW CYCLE**

The procedures within this document will be reviewed at least annually, or as needed by the Responsible Administrative Unit.

Issued: August 1, 2012.

Updated/Amended:

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

April 2018 (updated office titles and resources)

May 20, 2020 (updated format and resources, added contact information for HLC and CCHE)