

## Office of Institutional Equity & Compliance

### Student Complaints Process

#### Purpose

The University of Northern Colorado (UNC) is student ready, meets students where they are, and identifies and eliminates institutional barriers to student progress. The purpose of the Student Complaints Process (Process) is to ensure that UNC students have a venue to express concerns, submit complaints, and pursue grievance resolution procedures for issues or subjects which they deem important, without fear of retaliation or adverse consequence for doing so. This Process is intended to help the university identify any serious or systemic problems or issues affecting the quality of the educational experience, and to ensure UNC meets its accreditation obligations to receive, respond to, and track student complaints. See Higher Learning Commission Requirements: [FDCA.10.030](#), [CRRT.B.10.010](#) and [CRRT.C10.0](#)

Options) or to external grievance procedures (see below in References and External Reporting Options). If an existing UNC dispute or grievance resolution process is applicable to a student complaint, the student complaint will be referred to the existing process.

### Complaints Process

Student Complaints not falling under the categories or other policies identified below in

Other Campus Reporting Options and External Reporting Options should be directed to the superv. 1 (e) 6 (s) 5 (4 (B) 16 (w) (i) 6 (pe) 4.0.1 (O) 1 vi) 2 (o) 16 (nt) 2 (j) 10 (c) 6 (o) 1 (m) 2 (pl) 3 (t) 20



## Compliance

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 of the complaint, by OIEC. 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.

## Good Faith Participation and Prohibition of Retaliation

It is incumbent on the student to submit Student Complaints in good faith. Failure to submit complaints in good faith may result in OIEC referring the reporting party to the appropriate university authority for a violation of UNC's Student Code of Conduct, which prohibits initiating a false report and, if found responsible for violating university policy, may result in disciplinary action.

Retaliation against anyone who, in good faith, submits

subject to any limitations of the agreement in the SARA policy manual. As part of this participation, students located in other SARA member states or territories have additional rights for filing complaints pertaining to distance education. To begin this process, students must first exhaust the UNC Student Complaint Process. If students are not satisfied with an outcome of UNC's Student Complaint Process, they may appeal to the Colorado SARA State Portal Entity at the Colorado Department of Higher Education (CDHE; see link to contact information below).

- x Graduate Student Concerns : Dr. Cindy Wesley, Associate Dean, [Graduate School cindy.wesley@unco.edu](mailto:cindy.wesley@unco.edu)
- x Visa Status or International Student Concerns : [UNC Office of Global Engagement](#), 970-351-2396, International Emergencies +1-970-351-9572
- x Curriculum Concerns :
  - o Undergraduate : Dr. Nancy Matchett, Associate Provost and Assistant Vice President for Undergraduate Studies, [Nancy.Matchett@unco.edu](mailto:Nancy.Matchett@unco.edu)
  - o Graduate: Dr. Jeri Anne Lyons, Associate Vice President of Research and Dean of the Graduate School, [jeri.lyons@unco.edu](mailto:jeri.lyons@unco.edu)
- x Graduation Requirements : Office of the Registrar, [registrar@unco.edu](mailto:registrar@unco.edu), 970-351-4UNC (4862)
- x Discrimination, Harassment, and/or Sexual Misconduct : [Reporting Form, Office of Institutional Equity and Compliance](#), 970-351-4899
- x Financial Concerns : [Bursar's Office, bursar@unco.edu](#), 970-351-4862 ext. 3
- x Student Conduct Referrals: [Reporting Form, Student Conduct and Accountability](#), 970-351-2001
- x Referrals for Student Support : [Reporting Form, Student Outreach and Support](#), 970-351-2796
- x Web Access Complaints : [Reporting Form](#), Office of Institutional Equity & Compliance, Phone: 970351-4899, [titlex@unco.edu](mailto:titlex@unco.edu).