

COMMUNITY COLLEGE OF DENVER

Title: Formal Student Complaint

Guideline #: SA – 8

Approved: October 25, 2017

References: [Board Policy 4-31 – Student Grievances](#)
[System President’s Procedure 4-31 – Student Grievance Procedure](#)
[Student Affairs 1 – Student Grievance Guidelines](#)

Approved By: Dr. Everette J. Freeman, President

1. PURPOSE

To define a formal complaint process for Community College of Denver (College of CCD) students and to ensure a consistent and central repository for those complaints, as well as to ensure a fair and timely resolution of the issue.

2. APPLICABILITY

Applies to all CCD students, faculty, instructors, and staff.

3. DEFINITIONS

A formal student complaint is when a complaint rises to the level to require a formal filing in our student compliance system. These are the circumstances in which this will occur:

- a. Alleged discrimination based on race, color, creed, national origin, sex, age, sexual orientation, gender identity, disability, accommodations based on disability;
- b. Alleged sexual misconduct including sexual assault, sexual harassment, stalking, interpersonal violence;
- c. Grade appeal if it rises to the level of the Dean;
- d. Alleged concerning behavior that rises to an incident report;
- e. Appeal under a denied extenuating circumstance appeal;
- f. Appeal for a denied tuition classification;
- g. Appeal for transfer credit determinations;
- h. Alleged violation of an admission process;
- i. Alleged financial aid violations;
- j. Alleged identify theft;
- k. Any complaint filed under the Colorado Community College Systems Grievance policy as defined in BP 4-31 and SP 4-31;
- l. Appeal process under student conduct for a completed case; or,
- m. Appeal under a denied Level 2 Satisfactory Academic Progress.

4. GUIDELINE

All formal student complaints must be entered into the student complaint system either by the student, or by the individual who becomes aware of the formal complaint if the student is unwilling/unable to do so.

All formal student complaints must be handled in a consistent, fair, and timely manner. All complaints must be resolved within sixty (60) days. Any complaint not resolved within sixty (60) days must be taken to the President at day sixty (60) to establish a timeline to ensure a quick resolution.

- a. Please refer to SA – 1 for the process involved in the following complaints:
 - i. alleged discrimination based on race, color, creed, national origin, sex, age, sexual orientation, gender identity, disability, accommodations based on disability;
 - ii. alleged sexual misconduct including sexual assault, sexual harassment, stalking, interpersonal violence;
 - iii. alleged concerning behavior that rises to an incident report;
 - iv. any complaint filed under the Colorado Community College Systems Grievance policy as defined in BP 4-31 and SP 4-31.

- b. The Registrar is accountable for processing the following complaints: appeal for tuition classification; appeal for transfer credit determinations; or an alleged violation of an admission process.

- c. The Director of Financial Aid is accountable for processing alleged financial aid violations; alleged identify theft, or level 2 appeals to the Satisfactory Appeals Process.

- d. The appropriate center academic dean is accountable for processing grade appeal complaints.
- e. The Office of the Provost is accountable for processing extenuating circumstances appeals.
- f. For appeals for completed student conduct processes, see <https://www.ccd.edu/administration/non-academic-departments/office-student-conduct/student-code-conduct> for procedures.

All complaints must be logged with the date of the complaint, the student complaining, including the S number, and the nature of the complaint. The resolution of the complaint must also be logged with the date of the complaint, the student involved, including their S number, and the resolution of the complaint.