Student Appeals, Complaints, and Grievances
https://www.ucdenver.edu/student/forms-policies/complaints

Student Resources and Support Services

Issues related to Threatening, Harmful, Violent Behavior, Sexual Misconduct, or Discrimination

Members of the University of Colorado Denver community are encouraged to report any incident of threatening or harmful behavior to the administrator closest to the situation. Students on the Denver Campus are encouraged to call Auraria Campus Police at 303-556-5000 or text-a-tip to 720-593-8477. Students on the Anschutz Campus can contact University Police at 303-724-4444.

Additional resources include the Ombuds Office at 303-315-0046 and the Office of Human Resources at 303-315-2700.

The university employs staff members trained to respond to issues related to discrimination, harassment and sexual misconduct. The Director of Equity and the Title IX Coordinator oversee the development, implementation and evaluation of the policies, procedures and training efforts, and will refer all concerns to a trained Office of Equity staff member. To report a concern to the Office of Equity students may submit the online report form, email equity@ucdenver.edu or call 303-315-2567. Visit the Office of Equity website for more information, including confidential resources available to assist individuals impacted by these behaviors.

The University of Colorado prohibits all forms of sexual misconduct including:
- Sexual assault, non-consensual sexual intercourse
- Sexual assault, non-consensual sexual contact
- Sexual exploitation
- Intimate partner abuse, including dating and domestic violence
- Stalking
- Sexual harassment, including quid pro quo and hostile environment
- Retaliation related to any form of sexual misconduct

The University of Colorado prohibits discrimination on the basis of race, color, national origin, sex, pregnancy, age, disability, creed, religion, sexual orientation, gender identity, gender expression, veteran status, political affiliation, or political philosophy.

Relevant Policies
- University of Colorado System Sexual Misconduct Policy
- Nondiscrimination Policy
- Anti-Violence Policy
- Disability Accommodation
- Duty to Report Criminal and Threatening Behavior
Resources and Support Services

Issues related to Disabilities or Disability Accommodations

Students with disabilities are encouraged to utilize all the appropriate accommodations. The Office of Disability Resources and Services on the Denver Campus and Anschutz Medical Campus work with members of the campus community to identify solutions to attitudinal and architectural barriers that might impede student participation in curricular and co-curricular activities. Students can contact the office by phone or email:

- Denver Campus – phone: 303-315-3510; email: disabilityresources@ucdenver.edu
- Anschutz Medical Campus – phone: 303-724-8428

If a student believes the accommodation(s) provided are not reasonable, they may request a review of the decision.

- Denver Campus Grievance Policy
- Anschutz Medical Campus Grievance Policy

Issues related to Student Conduct and Community Standards or Disruptive Behavior

The Office of Student Conduct & Community Standards serves as a resource to the entire university community through its efforts to meet the developmental and educational needs of students related to community expectations, civility and respect for self and others. This office responds to inappropriate and threatening behaviors.

Relevant Policies/Documents

- Student Code of Conduct (Denver Campus)
- Disruptive Behavior Policy (Denver Campus)
- Academic Integrity Policy (Denver Campus)
- Housing & Dining Resident Handbook (Denver Campus)

Issues related to Academic Integrity or Academic Misconduct

Academic Integrity and Discipline Policies

A university’s reputation is built on a standing tradition of excellence and scholastic integrity. As members of the university academic community, faculty and students accept the responsibility to maintain the highest standards of intellectual honesty and ethical conduct in completing all forms of academic work at the university. Academic dishonesty is academic in nature and students are encouraged to contact their academic advisor for details of how policies and procedures differ from one college to another.

For issues and concerns related to student conduct and academic performance, students may file a grievance or appeal according to the procedures described by their program, school or college.
Reporting Suspected Violations of Student Honor Code

A student who suspect or observe violations of academic ethics should report them to the instructor, the department chair or the Office of the Dean of the applicable school or college. For Denver Campus undergraduates, academic policies and procedures and school/college specific policies can be found in the Academic Catalog or students can contact their advisor or the Dean’s Office for the code and procedures. For graduate students, honor code guidelines are provided by the Graduate School.

Relevant Policy

- Academic Integrity Policy (Denver Campus Undergraduates)
- Academic Integrity Expectations and Honor Code Guidelines (Graduate Students)

Issues related to Professionalism in the Teaching, Clinical or Research Environment

CU Anschutz students can contact the Office of Professional Excellence to discuss concerns related to professionalism in the teaching, clinical, or research setting. The office provides consultation and conflict resolution and remediation services.

- Phone: 303-724-4PRO (4776)
- Email: Professionalism@ucdenver.edu

Issues related to Grades, Exam Procedures, Attendance, or Class Policies

Individual faculty members have primary authority and responsibility in all these areas and are charged with carrying out those responsibilities in a professional manner. Dean's offices have the authority and responsibility to deal with changes of grades in special cases such as those which might involve faculty who have left the university or unprofessional faculty conduct in assigning the grade. However, students should be aware that neither Department Chairs nor Deans can require an instructor to change a properly assigned course grade. Course grades, test grades, and assignment grades are determined solely by the instructor.

The campus has standing policies on faculty accommodation for religious and disability reasons. If a student has a complaint in these areas and it is not resolved at the department or school/college level, the student can contact the Office of Equity or Office of Disability Resources and Services.

- Office of Equity; phone: 303-315-2567
- Denver Campus Office of Disability Resources and Services; phone: 303-315-3510
- Anschutz Medical Campus Office of Disability Resources and Services; phone: 303-724-8428

Grades and Academic Probation & Suspension

For Denver Campus undergraduates, information on Academic Standing is available in the Academic Catalog. For issues and concerns related to academic performance, including grade
appeals, students may file a grievance or appeal according to the procedures described by their program, college or school.

Graduate students on both the Denver Campus and Anschutz Medical Campus can appeal suspension, termination/dismissal, or denial of progression based on unsatisfactory academic performance, according to Graduate School procedures. If students have questions about the process, they should contact the Graduate School at 303-315-2183.

**Process for Grade Appeals**

Student follows grade appeal process or student grievance process in the home school or college.

1. Discuss concerns with the faculty member.
2. If the issue is not resolved after a conversation with the faculty member, discuss concerns with the department chair.
3. If the issue is not resolved after a conversation with the department chair, discuss concerns with the associate dean.

**Relevant Policies/Documents**

- [Academic Probation and Suspension for Undergraduates](Denver Campus)
- [Academic Probation and Suspension Process – Undergraduate Catalog](Denver Campus)
- [Grade Forgiveness](Denver Campus)
- [Student Attendance and Absences](Denver Campus)

**Issues related to Faculty Behavior, Faculty Performance, Teaching, or Course Content**

Whenever possible, a student should begin with the individual faculty member to discuss and resolve the problem together. If this direct effort fails, a student may contact the department chair. If the problem is not resolved at this level, the student may contact the appropriate Dean's office. Most schools and colleges have a formalized process that typically requires a written complaint. Students usually do not personally address these issues with a Dean, Associate Dean or Assistant Dean. Student appeals regarding academic decisions made by a Dean's office may be referred to a faculty committee for examination. This step typically constitutes the end of the formal appeals and grievance process.

If the complaint involves allegations of sexual harassment or discrimination by a faculty member, the student should contact the [Office of Equity](equity@ucdenver.edu) or at 303-315-2567.

If the allegations relate to a disability or disability accommodations, the student should contact the Office of Disability Resources and Services.

- Denver Campus – phone: 303-315-3510; email: [disabilityresources@ucdenver.edu](disabilityresources@ucdenver.edu).
- Anschutz Medical Campus – phone: 303-724-8428

**Issues related to Academic Records or Course Credit**
For questions or issues related to the awarding of course credit, transfer credit, or credit for prior learning, or issues related to the awarding of transcripts or degrees, students should contact the Office of the Registrar at registrar@ucdenver.edu or 303-315-5969.

Relevant Policies/Documents

- **Academic Catalog** (Denver Campus undergraduates)
- **Transferring Undergraduate Credit**
- **Colorado Community College Transfer Guarantee** (Denver Campus)
- **Awarding Graduate Credit from Prior Learning Sources**

**Issues related to Class Availability or Class Scheduling**

A student should contact the appropriate departmental office. If questions or problems are not resolved, the student may then contact the relevant Dean's office.

**Issues related to Online or Distance Education**

Students are encouraged to initially address complaints and grievances relating to academics, consumer protection or other university policies with the specific individuals or units most directly connected with the issue at hand unless there are good reasons for not doing so, such as a desire to maintain anonymity.

CU Denver is a member of NC-SARA, the National Council for State Authorization Reciprocity Agreements and follows policies of NC-SARA, which afford students the right to file a complaint or grievance. Student complaints relating to consumer protection laws offered under the terms and conditions of the State Authorization Reciprocity Agreement (SARA), must first be filed with the institution to seek resolution.

**Students residing outside of Colorado:** If a student residing outside Colorado has a complaint that involves distance learning education offered under the terms and conditions of SARA, the student must file a complaint with the institution first to seek resolution. If the person bringing a complaint is not satisfied with the outcome of the university’s internal processes, a complaint may be filed with university’s SARA portal entity at the Colorado Department of Higher Education.

Examples of types of student complaints that may be brought to the SARA portal entity include veracity of recruitment and marketing materials, job placement data, accuracy of information about tuition, fees, and financial aid, accuracy of course transfer information. Complaints and appeals involving grades or student conduct violations will not be reviewed by the SARA portal entity.

**Further information on SARA and the SARA complaint process:**

- [SARA and Students](#)
- [SARA Complaint Process](#)

If all other avenues provided have been exhausted, unresolved complaints may be filed with the Higher Learning Commission, the university’s regional accreditor.
Issues related to Academic Advising

Most advising units are positioned within schools/colleges and their operations, processes, and procedures are supervised by separate directors, associate deans, or deans. Each advising unit employs a variety of professional advisors, faculty, and para-professionals who provide advising services to students. The exception is the Center for Undergraduate Exploration and Advising, which provides advising services for students who are still deciding on a major, pre-architecture students, and first-year students in the College of Arts & Media (CAM) with fewer than 30 credit hours.

If student has a question or concern related to advising, the student should begin with their advisor to discuss and resolve the problem together. If this direct effort fails, a student may then contact the Dean’s Office. Students with concerns about advising services offered by the Center for Undergraduate Exploration and Advising may contact the Office of Academic Achievement.

Issues related to Tuition & Fees, Student Billing, Financial Aid, or Scholarships

Tuition Appeals

Students are responsible for abiding by the published deadlines. Tuition is not refundable when students drop or withdraw from courses after the published deadlines. If circumstances beyond the student’s control have made the late drop or withdrew necessary, the student may file a tuition appeal.

Instructions and forms for submitting a tuition appeal are available in the Office of the Registrar on the fifth floor of the Student Commons Building. Completed tuition appeals packets must be submitted to the tuition appeals coordinator in the registrar’s office within six months following the end of the term being appealed.

Helpful Resources

- Tuition Appeal Guidelines
- Medical Withdrawals
- Residency
- Emancipation
- College Opportunity Fund

Relevant Policies

- Tuition Appeals (Denver Campus)
- Enrollment and Billing (Denver Campus)
- Medical Withdrawal Policy (Denver Campus)

Billing/Bursar's Office

Grievances related to billing issues should first be directed the Bursar’s Office. If the issue has not been resolved to the student’s satisfaction, they may ask to speak with an Associate Director. If the issue is not resolved by an Associate Director, the appeal may be then be escalated to the Director.
Financial Aid & Scholarships

Grievances related to financial aid and scholarships should first be directed to an Assistant Director of the Financial Aid & Scholarships Office. If the issue cannot be resolved by an Assistant Director, the appeal may be then be escalated to the Director.

If a student is unable to resolve a grievance with the appropriate office, the Ombuds Office provides a safe, independent and confidential resource for all students, and can assist with resolving or managing conflict and with clarifying policies.

Relevant Policy

- Financial Aid Awarded by Schools, Programs, and Departments (Denver Campus)

Issues related to Pregnancy or Parenting

Title IX of the Education Amendments of 1972 bars discrimination on the basis of sex, which includes the guarantee of equal educational opportunity to pregnant and parenting students. The university offers protections for pregnant and parenting students, including those with pregnancy-related conditions.

Students in need of accommodations related to pregnancy or any individual who is aware of a violation of university policy related to pregnancy or parenting should contact the Office of Equity at equity@ucdenver.edu or at 303-315-2567.

Relevant Policy

- Guidelines for Assisting Students with Pregnancy and Parenting

Issues related to Student Medical Leave, Medical Withdrawal

Students diagnosed with either physical or psychological medical conditions that significantly impact their safety or ability to be academically successful are eligible to petition for a medical withdrawal or medical leave of absence.

Questions can be directed to the Office of Case Management staff.

- Denver Campus: 303-315-7312
- Anschutz Medical Campus: 303-724-8488

Relevant Policies

- Medical Withdrawal Policy (Denver Campus)
- Medical Leave of Absence Policy (Anschutz Medical Campus)

Issues related to Student Employment

The maximum number of hours a student employee may work during a fall or spring semester is 25 hours per week or 50 hours per bi-weekly payroll period, provided no single week in that period exceed 40 work hours. During the summer the maximum number of hours a student can work is 40 work hours.
If you have questions or concerns related to student employment, you can talk with a department supervisor or contact the Student Employment Office at StudentEmployment@ucdenver.edu or 303-315-1842.

**Relevant Policies/Documents**
- [Student Employee Work Hours Policy](#)
- [Student Employee Handbook](#)

**Issues related to Housing, Dining, or Residence Life**

Students with questions or problems related to university housing should first speak with their Resident Assistant. If the Resident Assistant is unable to resolve the issue, students may contact the Office of Housing and Dining at housing@ucdenver.edu or 303-315-5272.

**Relevant Policies/Documents**
- [Housing & Dining Resident Handbook](#)
- [Missing Residential Student Notification Policy](#)

**Issues related to Criminal Activity or Police Services**

Members of the university community are encouraged to report criminal activity to the campus police department. The university maintains a full-service police department that is committed to protecting the health and safety of the campus community. The Denver Campus is also served by the Auraria Campus Police Department.

**In an emergency, students should call 9-1-1.** For non-emergency police matters, students can contact the University Police Department at 303-724-4444 or the Auraria Campus Police Department at 303-556-5000. Additionally, information on how to report emergency or urgent situations can be found on the University Police Department website.

**Confidential Reporting** - Victims who do not wish to pursue campus disciplinary or criminal action, but who wish to document the details of an incident with the University, may file a report with the University Police Department anonymously at 303-724-0800. If an individual would like to block the number they are calling from, they should dial *67 before making the call.

Students on the Denver Campus can also submit an online crime or theft report to the Auraria Campus police. The crime reporting form can be submitted without identifying information to allow a fully anonymous report and investigation to take place.

- [Online Crime Report](#)
- [Online Theft Report](#)

**Complaints & Feedback**

Students can submit complaints for feedback about University Police using an [online form](#).

The Auraria Campus Police Department also welcomes feedback and encourages the community to report concerns or issues to the department. All complaints will be documented and investigated. To file a complaint, a student may call the main number at 303-556-5000 or visit the Auraria Campus Police Department at 1201 5th Street, Suite 110 and ask to speak to one of
the ACPD Supervisors. They will assist in documenting the concern for further consideration. Students may also email complaints and feedback to professionalstandards@ahec.edu.

**Issues related to Financial Management or Fiscal Misconduct**

The CU EthicsLine provides a way to anonymously report concerns involving fiscal misconduct, violations of state or federal law, serious or recurring violations of university policy or gross waste of university funds or property. The reporting service is provided by EthicsPoint, an independent company that provides similar services for hundreds of companies and universities. To report a concern 24/7, call 1-800-677-5590 or go online to [https://secure.ethicspoint.com/domain/en/default_reporter.asp](https://secure.ethicspoint.com/domain/en/default_reporter.asp).

**Reporting Complaints Outside the University**

*Complaints to the Colorado Department of Higher Education*

The Colorado Department of Higher Education provides a web-accessible complaint form. Before submitting a complaint with the Department of Higher Education, students should attempt to explore all opportunities to resolve complaints available at the university.

*Complaints to the Institutional Accréditor, the Higher Learning Commission*

The university’s accreditor, the Higher Learning Commission provides a web-accessible complaint form for complaints related to accrediting issues. The Commission cannot assist you in understanding your tuition bill, arranging for a refund of tuition, obtaining a higher grade for a course, seeking reinstatement to an academic program or other similar issues.

**Student Resources and Support Services**

**On-Campus**

- The [Campus Assessment, Response & Evaluation (CARE) Team](https://www.colorado.edu/care) helps students address their health and safety needs. The team assists those in need and, in particular, individuals who pose a risk to themselves or others. The team takes a preventative approach to risk assessment by offering resources, referrals, and support to both the concerning individual and those impacted by their behavior.
- The [Ombuds Office](https://www.colorado.edu/ombuds) provides a safe, independent and confidential resource for all students of the university community. It can assist students with resolving or managing conflict and with clarifying policies and obligations to report.
- The [Office of Student Conduct and Community Standards](https://www.colorado.edu/studentconduct) oversees concerns on and off campus for issues related to the student code of conduct as well as disruptive, or concerning behavior in any learning environment.
- The [CU Denver Student & Community Counseling Center](https://www.colorado.edu/studentcounseling) provides mental health counseling services to CU Denver students and the Denver Metro community.
• The **Office of Case Management** on the Anschutz Medical Campus collaborates with schools and colleges to ensure students have access to resources that help them navigate challenging experiences.

• The **Health Center at Auraria** provides medical services to all students, faculty and staff of the Auraria Campus, and is committed to caring for each member of this diverse community with sensitivity and respect, cognizant of the cultural and interpersonal aspects of good health care.

• The **Health Center at Auraria – Victim Assistance Program** provides support and resources for survivors of interpersonal violence. Phone: 303-352-HELP (4357). After-hours: 303-352-4455.

• The **Phoenix Center at Auraria (PCA)** provides free and confidential assistance to survivors of interpersonal violence. Phone: 303-315-7250 | 24/7 Helpline: 303-556-CALL (2255).

• **You at CU** offers online resources to support physical and mental health.

• **NightRider** Service provides a safe evening shuttle service to and from CU Denver buildings and parking lots. Phone: 303-556-2001.

• Students, residents, and fellows on the Anschutz Medical Campus can receive mental health services from the School of Medicine’s **Department of Psychiatry**. To request an appointment, individuals can call 303-724-4716 or email smhservice@ucdenver.edu.

• **CU Anschutz Shares** is a resource for students facing temporary financial hardship that threatens their ability to successfully complete the semester.

**Off-Campus**

• The **Victim Assistance Unit** of Denver Police provides immediate intervention, support, information, referrals and other assistance to victims of crime, witnesses and/or their families including incidents of non-criminal, stark misfortune. Phone: 720-913-6035.

• **The Blue Bench** (formerly RAAP): is a comprehensive sexual assault prevention and support center, and provides a sexual assault hotline and resources. 24/7 Hotline: 303-322-7273.

• The **Rose Andom Center** is a place for domestic violence victims to find the safety, support, and services needed to rebuild their lives and heal their families. Phone: 720-337-4400.

• **Colorado Crisis Services** provides confidential and immediate support, 24/7/365 by phone, text, chat or in person at walk-in centers.