

**Student Complaint Policy  
Annual Review of Repository and Analysis**

MSU Denver is committed to ensuring that students with legitimate complaints about their experience within the University have an appropriate mechanism to share their concerns and request recourse. The University's Student Complaint Policy offers students a structure through which to share their complaints. Note: The Student Complaint Policy is only appropriate for matters that are not covered by another policy (for example, matters alleging discrimination or grade complaints are to be addressed through alternate policies and corresponding practices). As stated in the policy, the University maintains a central repository where complaints that are heard at the final level (as detailed in the policy) and recorded. The University must summarize the number and type of complaints received by students and track their resolution, explaining how the institution integrates what it has learned from the complaint process into improvements in services or in teaching and learning.

Complaints that are resolved at the Dean or AVP level are entered into the University's central complaint repository. Complaints resolved at a lower level are not entered into the repository. Annually, the Provost and VP will designate an internal review group to analyze the repository and ensure that the institution is appropriately integrating what it learns from student complaints into applicable practice and/or policy change.

\*\*\*\*\*

Review of complaints received January, 2017 through September, 2018

**Review group members:**

- Chad Harris, Associate Vice President for Curriculum and Academic Effectiveness
- Bill Henry, Associate Vice President for Faculty Affairs
- Ann Murphy, Dean for the College of Business
- George Middlemist, Associate Vice President of Administration
- Braelin Pantel, AVP for Student Engagement & Wellness/Dean of Students
- Thomas Ragland, Associate Director for Student Conduct
- Nick Stancil, Deputy General Counsel

**Total # of complaints in the repository during review timeframe: 2**

- Complaints regarding University facilities: 0
- Complaints regarding faculty (all categories): 2
- Complaints regarding administrators or classified staff: 0
- Complaints about programs, services, or departments: 0
- Complaints about policies/procedures: 2
- Other: n/a

*Note: An individual student's complaint may include complaints regarding several topics/individuals.*

**Narrative summary explanation of how the institution has integrated what it has learned into improvements in teaching, learning, and/or services:**

The review group discussed two complaints that had been entered into the repository. The group was in agreement that each of the individual complaints had been appropriately considered in a timely manner

by the faculty/staff members with oversight for each area. There were no unresolved complaints in the repository. In both instances the student's complaint was regarding the application of published attendance policies (two separate departments- unrelated instances). Both instances were resolved favorably for the students who had brought forward the complaints.

The review group noted that the students had been informed about the attendance policies by their respective faculty members. However, the students indicated concern with the level of communication about their specific plight and subsequent inability to meet the attendance requirements of the classes. The review group discussed that even in instances in which a policy will be applied to a student, that the faculty/staff member applying the policy should be open to a discussion with impacted students. Based on the information in the repository, this opportunity for discussion may not have been available to the student(s).

Given that there were only two complaints in the repository, the group did not identify a theme or trend to shape future institutional action. However, the group did discuss the relatively low number of complaints in the central repository and speculated that additional training of administrators could be helpful in further documenting student complaints. Although, given that the student complaint policy is to be used when a more specific grievance or complaint policy is not available, it is also possible that student complaints are being resolved through alternative channels. Regardless, ongoing communication to all of the Deans Offices and administrative leadership is important. Staff in the Dean of Students Office will continue to outreach to key leaders across the institution to educate them about the student complaint policy and to remind them to use the central complaint repository, even when there is a favorable outcome for the student.

Additionally, the Dean of Students Office staff will offer to meet with Directors in Student Affairs and Admin branch to review the policy and to encourage explicit documentation of the student complaint policy grievance, in addition to any other intersecting policies. A sample memo to the student regarding the complaint resolution has been provided to the 3<sup>rd</sup> level reviewers in the past and so reminders about this document will be offered as well.