



RVU Student Complaint Guide, Categories and Resources

Accreditation Standards	RVU Students, Faculty, Policies, etc.	Sexual Misconduct or Gender Discrimination
<ul style="list-style-type: none">• http://www.rvu.edu/about/accreditations/• p. 2 in this guide	<ul style="list-style-type: none">• http://www.rvu.edu/wp-content/uploads/2018/09/20180917_Student-Complaint-Process-Brief-Guide-111317AS-1.pdf• p. 4 in this guide	<ul style="list-style-type: none">• http://www.rvu.edu/about/titleix/• p. 7 in this guide

Rocky Vista University upholds high standards and expectations of professional conduct for all its community members. As with any institution that educates and employs a large number and variety of people, we may sometimes be challenged by conflicts, lack of clarity in policies, or problems that may arise from misunderstandings.

RVU encourages students and employees to first make attempts to resolve conflicts with the person with whom there is a dispute. When a desirable outcome cannot be reached by both parties, available options to students and employees are described within this document.

Retaliation or retribution of any kind from any student or employee against a complainant or other involved parties is strictly prohibited.

Complaints to State Education and Accreditation Agencies

Complaints about university programs or accreditation standards must: (a) be against an accredited educational program or program in candidacy status, (b) relate to the standards for accreditation of educational programs in osteopathic medicine or biological sciences, or the HLC standards for higher education accreditation, and (c) include verification, if the complaint is from a student or faculty or other staff member, to show the complainant exhausted all institutional grievance and review mechanisms before submitting a complaint to COCA (Commission on Osteopathic College Accreditation) or the HLC (Higher Learning Commission).

Note: Employees and students have the option of filing a complaint related to COCA Accreditation Standards for the COM directly to the COCA.

All complaints must be submitted in writing and sent to the addresses below. The complaint must clearly describe the specific nature of the complaint and the relationship of the complaint to the accreditation standards, and provide supporting data for the charge. The complainant's burden of proof is a preponderance (or greater weight) of evidence. Complaints are not accepted by email or facsimile.

AOA/COCA

American Osteopathic Association/Commission on Osteopathic College Accreditation
142 E. Ontario St.
Chicago, IL 60611-2864
PH: 312-202-8048
predoc@osteopathic.org

HLC

Higher Learning Commission
230 S. LaSalle St., Suite 7-500
Chicago, IL 60604
PH: 800-621-7440
<https://www.hlcommission.org/Policies/complaints-and-other-information-regarding-institutions.html?highlight=WyJjb21wbGFpbnRzIl0=>

ARC-PA

The Accreditation Review Commission on Education for the Physician Assistant (ARC-PA)
12000 Findley Road, Suite 275
Johns Creek, Georgia, 30097
Phone: 770-476-1224
Fax: 770-476-1738
<http://www.arc-pa.org/>

Colorado Dept. of Higher Education

<https://highered.colorado.gov/Academics/Complaints/ComplaintPrivateInst.html>

Colorado Department of Regulatory Agencies

1560 Broadway, Suite 110

Denver, CO 80202

PH: 800-886-7675

Utah Department of Commerce

Division of Consumer Protection

P.O. Box 146704

Salt Lake City, UT 84114

PH: 801-530-6601

www.dcp.utah.gov



Student Complaints, Grievances, and Appeals: A Brief Guide

The purpose of this document is to outline avenues by which students may make appeals or lodge complaints or grievances at Rocky Vista University (RVU). This Guide provides some general overview information, while the RVU Student Handbook and Catalog (www.rvu.edu/handbook/) provides more specific details regarding process and procedures. The Guide is intended to address the most common categories of student issues and grievances and provide students with general and/or contact information.

It is RVU policy that all students at all times have the right to lodge a complaint or grievance or appeal which they deem important without fear of retaliation of any sort or any other adverse consequence as a result of doing so.

Levels of Complaints

RVU provides opportunity for students to resolve conflicts and/or related complaints using two levels, informal or formal, or both. Students may elect which avenue serves their specific needs most appropriately, although some matters may not be available via the informal process. The recommended general strategy is to first contact the specific individuals or units most directly connected with the issue at hand unless there are good reasons for not doing so, such as issues related to alleged sexual misconduct. The Assistant/Associate Dean of Student Affairs can provide guidance on complaint protocol and potential resolution.

1. Informal:

The informal resolution process is designed to resolve problems for students having difficulty with other students, staff, or campus procedures short of written complaints, investigation, and disciplinary action. This process may involve mediation or discussion with the respondent and does not involve a written, formal complaint. This process should not be used for complaints involving academic, disability, discrimination, and/or racial or sexual harassment issues.

2. Formal:

The formal complaint procedure is designed to resolve problems for students who are having difficulty with other students, faculty, staff, or processes that cannot be resolved through the informal resolution process, or that student chooses to have an investigation and adjudication in a formal setting. This procedure entails a complaint filing and cannot ensure anonymity. Specific procedures are outlined in the appropriate section of the [RVU Student Handbook and Catalog](#). **A Student Formal Complaint Form follows at the end of this guide.**

Common Types of Complaints

- 1. Issues about faculty or staff performance or behavior.** If reasonable and appropriate, students should meet with the individual faculty/staff member to discuss and resolve the problem. If unresolved, students can escalate their concerns to the appropriate Department Chairperson or Assistant/Associate Dean (DO Students) or Program Director (MSBS and PA Studies). In cases involving staff (non-faculty) members, students should seek out the Department Supervisor or Director. In all cases, the Assistant/Associate Dean of Student Affairs is available to provide counsel and direction to students.
- 2. Issues wherein the student wishes to remain anonymous with respect to an instructor or staff member or when the student otherwise chooses to avoid directly discussing the problem with that individual.** If, for whatever reason, a student does not want to personally or directly contact an instructor or staff member to discuss a complaint or grievance, the student should meet with the Assistant/Associate Dean of Student Affairs. Students may be directed to the next highest level of responsibility or the Program Director, Department Chair, or Department Director.
- 3. Issues about academics: e.g., grades, exam procedures, excused absences, class policies, academic probations, suspensions, etc.** In these instances, students should refer to the appropriate program section in the [RVU Student Handbook and Catalog](#) (e.g., RVUCOM, MSBS, or PA Studies), as slight differences are necessary in procedures for the various programs.
- 4. Issues about violations of the RVU Student Code of Conduct and/or Honor Code.** The policy and procedures for alleged Code of Conduct violations are in the [RVU Student Handbook and Catalog](#).

Notes:

If the faculty or staff behavior in question involves allegations of sexual misconduct (e.g. sexual harassment, sexual assault, or sexual discrimination), students should contact the RVU Title IX Coordinator at: 720-874-2481.

If a student alleges sexual harassment or misconduct by a faculty or staff member and reports it to a mandated reporter, that reporter (faculty/staff excluding mental health counselors) must forward that information, to include the identity of the complainant, to the RVU Title IX Coordinator at: 720-874-2481.

If the allegations involve racial, religious, or age discrimination or other civil rights issues, students should contact the Associate or Assistant Dean of Student Affairs. Students also have the option of contacting the Colorado Office of Equal Opportunity www.colorado.gov/pacific/cdle/equal-opportunity. For the state of Utah, you may contact www.hs.utah.gov/commitment-to-civil-rights. If the allegations relate to disabilities, students should contact the Assistant/Associate Dean of Student Affairs, and if necessary, the Colorado Office of Disability Services www.colorado.gov/pacific/cdhs/people-disabilities or the Utah Office of Disability Services at: <https://dspd.utah.gov/>. Contact information is also located in the RVU Nondiscrimination and Sexual Misconduct Policy at: <http://www.rvu.edu/about/titleix/>.

Procedures for Other Types of Complaints

5. **Issues concerning transcripts, student records, privacy, credit hours, etc.** The RVU Registrar's Office is the first point of contact to resolve related issues at 720-874-2455.
6. **Issues about possible crimes and/or criminal activity.** Generally, the student should contact RVU Campus Safety and Security for non-emergency situations: 720-875-2892 (CO) or 435-222-1256 (UT). For emergency situations, always dial 911 first.
7. **Issues regarding alleged gender discrimination and/or sexual harassment or any sexual misconduct.** Contact the RVU Title IX Coordinator at: 720-874-2481.
8. **Issues concerning mental or physical health.** Complaints regarding mental health services should be directed to the Assistant/Associate Dean of Student Affairs. Complaints regarding the RVU Health Center can be directed to the Clinic Manager at 720-874-2458.
9. **Issues about parking, parking tickets, etc.** Concerns should be directed to the Campus Safety and Security department at 720-875-2892 (CO) or 435-222-1256 (UT).
10. **Issues related to On-Campus Housing (UT).** RVU does not own or manage the Crimson Cliffs apartments. Complaints should be directed to housing@crimsoncliffs.net or 435-222-1255.
11. **Issues regarding tuition, fees, financial aid, and other charges.** The Office of Student Financial Services (720-874-2442) is the first point of contact for disputes related to financial concerns.

Note:

Any complaint or grievance not mentioned in the above list may be directed to the Office of Student Affairs for further assistance.

Appeals

A student may submit a written appeal in accordance to the specific policy in the Student Handbook. In the event that guidance and counsel is needed, it is recommended that the student meet with the Assistant/Associate Dean of Student Affairs.

Retaliation Clause

Under no circumstances may any party, whether directly or indirectly involved in a complaint, grievance, or appeal, retaliate in any form towards the complainant, respondent, or other involved party. If retaliation occurs, disciplinary action may be taken including dismissal or termination.

Records

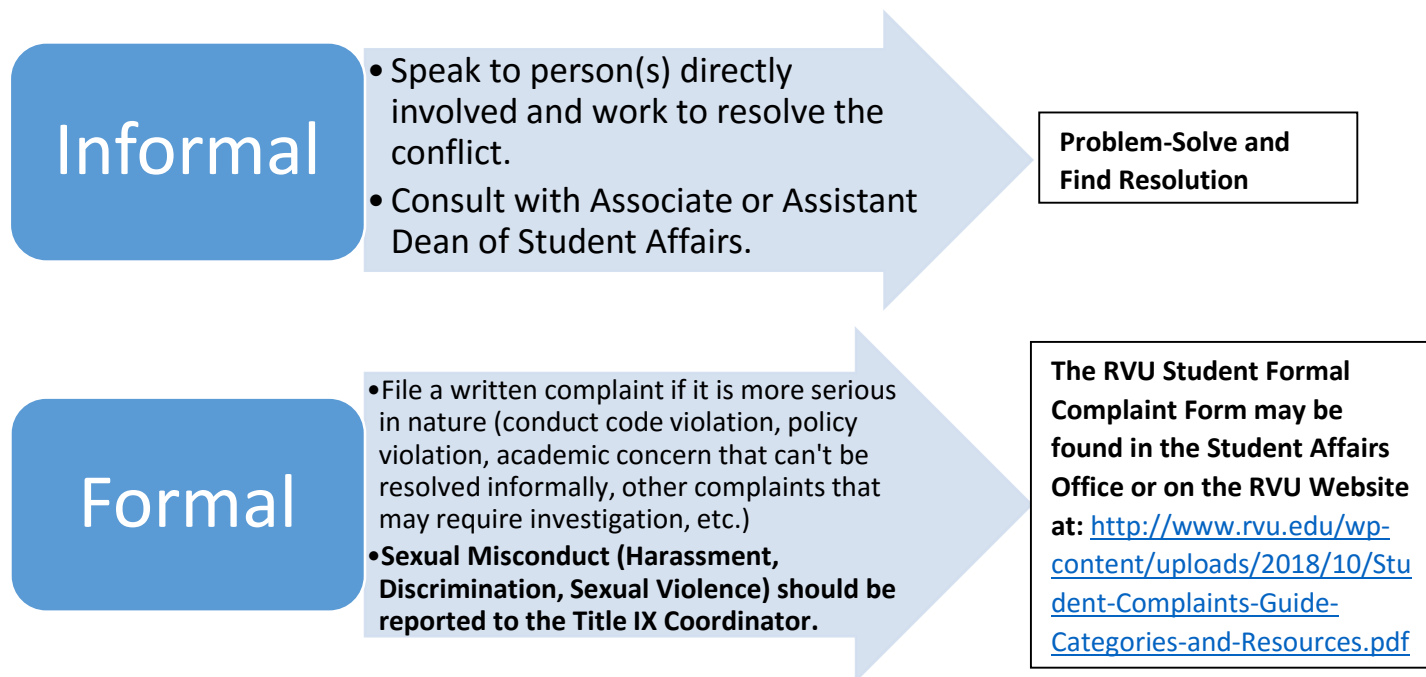
A record of formal student complaints and grievances are kept by both the Assistant/Associate Dean of Student Affairs and the Compliance Office. Files in regard to sexual misconduct and/or sexual discrimination are confidential and held by the Title IX Coordinator in the Office of Compliance.

Student Submission of Complaints and Requests for Investigation of Sexual Misconduct or Gender Discrimination

All Requests for Investigation alleging an incident of sexual misconduct or violence committed by a student should be mailed, emailed, or hand delivered to:

- **The University's Title IX Coordinator:** Ms. Laura Dement, 720-874-2481, ldement@rvu.edu, President's Suite, Room PR-104. The Title IX Coordinator is responsible for investigating all Requests for Investigation of sexual misconduct or sexual violence, and for identifying and addressing any patterns or systematic problems that arise during the review of such complaints. The Title IX Coordinator is available to meet with University students to discuss related issues, as needed.

Quick Guide: RVU Student Formal Complaints, Grievances, Appeals



Quick Reference for Common Types of Complaints and Where to Go:

To:	Complaint About:	Go To:	If Unresolved, Appeal
Academic	Grades, exams, absences, class policies, probation, etc.	Associate/Assistant Dean of Student Affairs. May involve deferral to Course Director, Honor Code Committee, or Program Directors/Department Chair	COM Students: RVUCOM Dean MSBS Students: VP of Academic Affairs P.A. Students: VP of Academic Affairs
	Student Code of Conduct/Honor Code		Honor Code Committee or Dean/Vice Dean
Non-Academic	Faculty or Staff		Dean or VP of Academic Affairs
	Criminal Activity	Security Office	Director of Safety and Security
Sexual Misconduct	Sexual Harassment, Sexual Assault, Gender Discrimination	Title IX Coordinator	University President

Appeals (file within 5 business days): Appeals must be submitted in writing. Financial appeals go to the Office of Student Financial Services; Title IX appeals go to the University President. All other appeals are submitted to the Associate/Assistant Dean of Student Affairs for appropriate direction. Please allow up to 7 business days for appeals to be reviewed, adjudicated, and communicated back to the student.

Retaliation: Under no circumstances may any party retaliate in any form towards the complainant, respondent, or other involved party.



Student Formal Complaint Form

(This form will be submitted to the Associate or Assistant Dean of Student Affairs and forwarded if the complaint needs to be redirected.)

This form is to be used to submit a formal complaint if students have been unable to satisfactorily resolve with faculty, staff, students, or others involved, or if an investigation and adjudication is warranted in a formal setting.

Please complete all fields so your complaint may be directed to the proper university officials.

Complaints may be submitted anonymously; however, unless you include your contact information, RVU will be unable to investigate your complaint or respond back to you regarding the subject matter.

Complaint Form

Section 1: Personal Information

Your Full Legal Name (as enrolled): First:

Last:

Preferred Name:

Student Track: OMS (Year I, II, III, IV)

MSBS P.A.

Address:

Email:

Phone:

Preferred Method of Contact: Email Phone U.S. Mail

Section 2: Information About Your Complaint

First Date on Which Event or Issue Occurred:

Name(s) of the Person(s) Involved:

Please describe your event in detail. Include names of persons, locations, and dates involved. If this complaint is against specific person(s), please list their names and titles:

What attempts have you made to resolve this complaint up to now? Please state who you contacted and what transpired:

Why do you think the complaint was not able to be resolved in your prior attempts?:

What resolution would you consider fair? What resolution do you seek?:

Is there any other information you want to provide? For instance, is there a person you do NOT want to be told of your complaint? (Keep in mind that it may be difficult to resolve if those involved cannot be asked to explain or respond.)

Note: RETALIATION AGAINST A STUDENT FOR MAKING A COMPLAINT IS ABSOLUTELY PROHIBITED AND WILL BE CONSIDERED A SERIOUS VIOLATION OF PROFESSIONAL RESPONSIBILITY:

I hereby certify that the above information is true and correct to the best of my knowledge and belief. I grant permission for this complaint to be forwarded to the appropriate RVU officials for purposes of investigation and response.

Signature

Date