

70-10 Record of Student Complaints

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- 1. Purpose.** The purpose of this policy and procedures is to comply with U.S. Department of Education policy and the Higher Learning Commission of the North Central Association in maintaining a record of complaints filed by students of the Eastern New Mexico University System (the System).
- 2. Policy.** The policy requires a record of each student complaint, collected and maintained on the campus receiving the complaint, containing the following information:
 - A. The date the complaint was submitted;
 - B. A brief explanation of the nature of the complaint;
 - C. Steps taken by the campus receiving the complaint (ENMU-Portales, ENMU-Roswell, or ENMU-Ruidoso) to resolve the complaint;
 - D. The decision regarding the complaint, including referrals;
 - E. Any other known actions initiated by the student to resolve the complaint and
 - F. Date of resolution.

The foregoing purpose and policy are implemented by the following.

Procedures

- 3. Administration.** The administrator with oversight for this policy's implementation is the vice president for Student Affairs (or equivalent) at Portales, Roswell and Ruidoso for their respective campuses.
- 4. Maintenance of Records.** Records of student complaints shall be retained in the office of the executive administrator (deans, vice presidents and president) who receives the complaint. Complaints shall be recorded using the Student Complaint Tracking and Documentation form in Portales or other tracking/documentation process at ENMU-Roswell and ENMU-Ruidoso branch community colleges. Student complaints shall remain confidential; student names and the names of the person(s) complained about shall not be part of this record.
- 5. Nature of Complaints Addressed.** This policy addresses record maintenance of student complaints other than grade appeals or other appeals relating to financial aid or student accounts, which are covered under other academic policies and procedures.
- 6. Periodic Review.** An annual review of the record of complaints, or more frequent review as directed by the chancellor or branch community college president, shall be undertaken to allow the University System to address any needed changes to institutional practices.

Approved by Board of Regents, September 7, 2006.

Approved by Board of Regents, June 1, 2019