

70-10 Student Complaints

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1. **Purpose.** The purpose of this policy and procedures is to comply with New Mexico Administrative Code 5.5.5.13, NMSA 1978 statute 21-23-6 (C) (1994 as amended through 2005) and the Higher Learning Commission in the processes, resolution and maintaining a record of complaints filed by students of the Eastern New Mexico University System (the System).
2. **Policy.** The general policies and procedures, resolution and maintaining the record of student complaints. In compliance with NMSA 1978 21-23-6 (C), The ENMU System has set up a procedure for the resolution of student complaints.
 - A. A student with a complaint or grievance should first seek to resolve the issue with the person or department the complaint is against.
 - B. The investigation and resolution of the complaint should be handled within 14 days of the date it was filed. This time frame may take longer, or fall under the scope of a different policy depending on the subject matter of the complaint, but the campus will notify the student of any extra time need for the resolution of the complaint, or will be referred to the appropriate staff member that oversees the applicable policy.
 - C. The representative who is addressing or investigating the complaint will serve as an impartial representative and not be directly involved in the subject matter to which the complaint is related.
 - D. The student registering a complaint shall not have any adverse action taken against them in registering the complaint.
 - E. Students can contact the New Mexico Higher Education Department in cases where a complaint cannot be resolved.

New Mexico Higher Education Department
2044 Galisteo Street, Suite 4
Santa Fe, NM 87505-2100
Phone (505)476-8400
Website: <https://hed.state.nm.us/students-parents/student-complaints>

3. Definitions.

Student complaint for the purposes of this policy is any concern with a person, process, policy, or service for which a student requests clarification, investigation, and resolution. There are three types of complaints.

Informal verbal complaints are resolved at the decision-making level that is closest to the concern expressed, or with the immediate supervisor in that unit. Such complaints are not tracked unless required by specific policy or law.

Formal, written complaints contain information that identifies the student and describes the concern. This type of complaint and its resolution are tracked.

Other Complaints such as Grade Review, Financial Aid Appeals, Title IX, Student Employment, Student Code of Conduct and other formal processes, have their own policies and any complaints related to those areas will be referred to the appropriate personnel. However, any complaint may be submitted through this process for review by the appropriate department.

The System in compliance with NMAC 5.5.5.13 do hereby set forth the following procedures for receiving, resolution and maintenance of the records of student complaints.

Students on all three campuses should attempt to resolve any complaint using the following:

Review appropriate handbooks, catalogs or published policies to determine the specific policy or procedure for handling the complaint.

Direct, informal discussion, which you speak directly with the person who has the ability to address the problem or take the concerns to the immediate supervisor or have the immediate supervisor be present in your meeting with the party involved.

Participate in SGA Student Concerns meetings or submit a form to <https://my.enmu.edu/web/student-government-association/student-concerns-and-compliments>

Use the formal Student complaint form on the ENMU Portal for Portales and Ruidoso campuses. https://ssb.enmu.edu/PROD/stu_complaint.p_menu.

Roswell campus students use the formal complaint form in the Cosmo Portal. **Student Portal**

Once the formal complaint is filed:

Receipt of your complaint will be acknowledged as soon as the student complaint form is submitted.

The form will then be forwarded to the appropriate representative for review. Any person investigating the complaint will serve as an impartial representative and will not be directly involved in the subject matter to which the complaint is related.

The student may be contacted for more details regarding the complaint as a part of the resolution process.

In general, ENMU will attempt to resolve complaints within 14 business days; however, timeframes may vary due to the nature of the complaint.

The area executive administrator for the area of concern will be the final authority on the resolution of the complaint unless otherwise noted in a separate policy, procedure, handbook, or process.

Maintaining a record of complaints filed with the ENMU System

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 purpose and policy are implemented by the following.

Procedures

- 4. 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.
- 5. 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.
- 6. 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.
- 7. 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 System to address any needed changes to institutional practices.
- 8. Exception.** Any deviation from this policy will be on a case-by-case basis and must be approved by the System chancellor or branch community college president in writing.

Approved by Board of Regents, September 7, 2006.

Approved by Board of Regents, June 1, 2019.

Approved by Board of Regents, December 9, 2022.