

Student Complaints

Policy Owner: President

Effective date: Immediate

Approval date: January 2020, Revised Spring 2026

Schedule for Review: Spring 2030

Students have a right to pursue resolution of the problems they encounter in their dealings with Fort Lewis College.

1. Complaints are defined as problems that arise between an individual in the role of a current, prospective, or former student related to alleged employee violations of Fort Lewis College's Code of Ethics or Conflict of Interest policies; broad institutional practices; the content of, lack of, or failure to follow Fort Lewis College institutional policies and procedures; and failure to comply with statutes, regulations, or accreditation requirements that have not been resolved through existing dispute resolution, appeals, petition, waiver, grievance procedures, and the like.
2. All formal Student and Academic Complaints are submitted using the [Student Complaint Form](#) as the College's centralized intake mechanism. Within the form, students must select the appropriate option under "Nature of this Report." This selection determines the routing of the complaint to the appropriate office and the applicable review process. Submissions identified as academic matters are routed to Academic Affairs and reviewed in accordance with the [Grade Appeals Policy](#).
3. The President or a designee will respond to all student complaints within seven calendar days. Final responses by the President may be appealed to the Colorado Department of Higher Education and the Higher Learning Commission.
4. Retaliatory action by the College related to a student complaint is prohibited.
5. The student complaint procedure is published on the college website (<https://www.fortlewis.edu/life-at-flc/student-services/student-affairs/student-grievance-procedure>), in the Student Handbook, and in the *Catalog of Courses*.
6. The President will provide an annual summary to the Board of Trustees of student complaints, their dispositions, and implications for institutional improvement upon request.
7. The President's Office will maintain records of student complaints for 10 years.

Reason for Policy

Fort Lewis College strives to assist students in the resolution of their problems with the institution. This policy formalizes institutional practice in alignment with Colorado Commission on Higher Education Policy and Higher Learning Commission Policy.

[Higher Learning Commission-Student Complaint Process](#)

[Colorado Department of Higher Education Complaint Process](#)

Fort Lewis College participates in the NC-SARA Reciprocity Distance Education Program. Students attending Fort Lewis College remotely in States outside of Colorado enrolled in this class should be aware of the Sarah complaint policy located here: [NC-SARA Student Complaint Process](#)

Federal Requirement 24 CFR §§602,16(a)(1)(ix)
HLC Requirements: Institutional Records of Student Complaints,
Criteria Accreditation Core Components 2.A Integrity and 2.B
Transparency and Assumed Practices.