




Inclusive Services

UNIVERSITY OF COLORADO
COLORADO SPRINGS

Complaint Procedure Policy

UCCS Code of Conduct:

All students must follow the UCCS Student Code of Conduct Policies and Procedures. Click here to see the most recent document: [Student Conduct](#). You can also read the plain language Code of Conduct here.  [UCCS Code of Conduct_ Plain Language \(3\).pdf](#)

The Office of Inclusive Services will work with the Dean of Students through the [Office of the Dean of Students - Colorado Springs](#) to follow the steps for the grievance policy as outlined in the Conduct Procedures section VIII in the UCCS Student Code of Conduct Policies and Procedures.

If a Code of Conduct complaint is filed, staff from the Office of Inclusive Services, upon notice, will meet with the student and explain the complaint using plain language, checking in often to ensure understanding. A [visual step-by-step grievance policy guide](#) will be provided to help the student understand what happens during each step of the grievance process.

If a student would like to file a Code of Conduct complaint, an OIS staff member will help them through the process and will use the visual step-by-step grievance policy guide to assist them in understanding what will happen at each step.

The staff member will ask the student which staff member they would like to have support them through this process. The staff member would assist the student in communicating with their family if the student has signed a FERPA waiver. This assistance could occur through phone, video conference, or in person. The staff member will prepare the student for any meetings or hearings and attend the meetings and hearings with the student. The OIS Staff member will work to make sure the student understands what is happening at each step of the grievance process. OIS Staff will discuss all possible outcomes with the student.

Office of Inclusive Services Complaints and Rules:

If a student wishes to share a complaint with the OIS, they may fill out the complaint form independently or ask for support from an OIS Staff member. The complaint form can be found [here](#).

If a student breaks the OIS rules, the student will be asked to come to OIS offices and meet with an OIS Staff member to discuss the violation. The student and staff member will create a plan to support them in following the program rules.