**STUDENT COMPLAINT PROCESS**

Students are consumers of services offered as part of their academic and co-curricular experience at the Colorado School of Mines. If a student needs to make a complaint, specific or general, about their experience at Mines, he or she should contact the Office of the Dean of Students at 303-273-3231. If the issue is related to discrimination or sexual harassment, there are specific procedures that will be followed (these are noted and linked in this section). Regardless, the student should begin with the Dean's Office if interested in making any complaint. All complaints, as well as the interests of all involved parties, will be considered with fairness, impartiality, and promptness while a complaint is being researched and/or investigated by the School.

This process may also be found in the undergraduate and graduate bulletins:

Undergraduate Bulletin Policies and Procedures-

[http://bulletin.mines.edu/undergraduate/policiesandprocedures/](http://bulletin.mines.edu/undergraduate/policiesandprocedures/)

Graduate Bulletin Policies and Procedures-

[http://bulletin.mines.edu/graduate/policiesandprocedures/](http://bulletin.mines.edu/graduate/policiesandprocedures/)