

Non-Academic Student Grievance Procedure

1. Upon receiving a student grievance from the Compliance Officer, the Office of Student Affairs will designate a representative to investigate the grievance within five (5) business days.
2. After an investigation, the Student Affairs designate will determine a resolution and notify appropriate parties of the resolution.
3. The Office of Student Affairs shall provide a written description of the resolution to the Compliance Officer.
4. If the complainant has identified him or herself, the complainant will be notified in writing of the resolution.
5. The student has the right to appeal the determination to the Dean within five (5) business days of notice.
6. Upon receipt of the appeal, the Dean has ten business days of the notice.
7. If the complainant is not satisfied with the decision through the completion of the BCOM process, they may report the complaint to :

New Mexico Higher Education Department
Private Post-Secondary Schools Division
2044 Galisteo Street, Suite 4
Santa Fe, New Mexico 87505
(505) 476-8400

<http://www.hed.state.nm.us/students/complaints.aspx>