

# STATE BOARD FOR COMMUNITY COLLEGES AND OCCUPATIONAL EDUCATION

December 8, 2021

**TOPIC:** Board Policy 4-31, Student Complaints

**PRESENTED BY:** Ryan Ross, Ph.D., Associate Vice Chancellor for Student Affairs, Equity, and Inclusion

**RELATIONSHIP TO THE STRATEGIC PLAN:** Transform the Student Experience;  
Transform our own Workforce Experience

**EXPLANATION:** This policy is nine years old and a part of the system five year review cycle. The policy changes result in a more inclusive document for all audiences.

**RECOMMENDATION:** CCCS Staff recommends the Board reaffirm Board Policy BP 4-31.

**ATTACHMENT(S):**  
BP 4-31 Student Grievances

STATE BOARD FOR COMMUNITY COLLEGES AND OCCUPATIONAL EDUCATION

Student Complaints

BP 4-31

APPROVED: November 10, 1988  
EFFECTIVE: November 10, 1988  
REPEALED: September 14, 2000  
READOPTED: August 25, 2001  
REVISED: May 9, 2012  
REVISED: December 8, 2021  
RENAMED: December 8, 2021

APPROVED:

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The Honorable S.R. Heath, Jr., Chair

Policy Statement

In the interest of equitable and efficient operation of the System, students within the Colorado Community College System (CCCS) shall be afforded a mechanism by which complaints can be resolved at the earliest opportunity.

Scope

This policy applies to students within CCCS.

Procedures

The System Chancellor shall promulgate procedures necessary to implement this policy.