

COMPLAINTS FOR EXTERNAL AGENCIES

Several external agencies are available to students who have exhausted all other opportunities for the resolution of a complaint (<https://www.du.edu/site-utilities/studentcomplaint/>) within the University.

Colorado Department of Higher Education

The Colorado Department of Higher Education regulates Colorado institutions of higher education. Their complaint policy may be found on the Colorado Department of Higher Education (<https://cdhe.colorado.gov/students/how-do-i/file-a-student-complaint/>) website.

U.S. State Education Regulatory Agencies

Through distance learning and other programs, the University of Denver provides instruction throughout the world. Students may also direct concerns or complaints to the regulatory agencies located within their state. A list of U.S. state education regulatory agencies can be found on the State Contacts (<https://www.du.edu/site-utilities/statecontact/>) page.

Higher Learning Commission

Complaints regarding the institution's ongoing ability to meet the criteria of institutional accreditation may be directed to the Higher Learning Commission. Individuals interested in bringing an appropriate complaint to the attention of the Higher Learning Commission should take some time to compile a complete submission, as outlined below. The official complaint must be submitted through the available on-line form (<https://www.hlcommission.org/Students-Communities/complaints.html>).

1. On the form, fill out the relevant contact information, institutional details, and timing of the matter.
2. Indicate in your complaint why you believe the issues raised in your complaint are accrediting issues. If possible, please review the Higher Learning Commission's Criteria for Accreditation (<https://www.hlcommission.org/Policies/criteria-and-core-components.html>) on the Higher Learning Commission (<https://www.hlcommission.org/>)'s (<https://www.hlcommission.org/>) website prior to writing this section. You should also indicate how you believe the Higher Learning Commission can assist you with this matter. Remember that the Higher Learning Commission cannot assist you in understanding your tuition bill, arranging for a refund of tuition, obtaining a higher grade for a course, seeking reinstatement to an academic program, etc.
3. Attach documentation to support your narrative wherever possible. (For example, if you make reference in your complaint to an institutional policy, include a copy of the policy with your complaint.) Helpful documentation might include relevant portions of the catalog, letters or email exchanged between you and the institution, learning agreements, etc.
4. Review the webform notifications regarding personally identifiable information, authorizations, and acknowledgements.
5. A few reminders:
 - Please do not use abbreviations or nicknames (e.g., NMS or USC or U of N).
 - The Higher Learning Commission does not accept complaints from third parties.

Please note that complaints must be submitted to the Higher Learning Commission by webform or available paper form. The Higher Learning Commission will not consider complaints that are not in writing. The Higher Learning Commission's complaint policy generally precludes it from reviewing matters more than 2 years old.

The Higher Learning Commission will acknowledge your complaint within thirty days of receiving it and let you know whether your complaint is complete and whether it raises issues that are related to accrediting requirements or whether it is an individual dispute outside the jurisdiction of the Higher Learning Commission's complaint policy.

Email questions to complaints@hlcommission.org