



New Mexico Tech Student Complaint and Grievance Process

Process Statement

The Student Complaint and Grievance Process provides students with a structured method to report legitimate complaints or grievances against another student, employee, or department at New Mexico Tech. Students are encouraged to first address their concerns directly with the individual or unit involved. For serious or unresolved issues, the process allows escalation to higher-level administrators. **Strict timeframes govern all stages of the process, and retaliation against complainants is strictly prohibited.** Students should follow the established complaint and grievance procedures of the relevant unit, contact the individual's or unit's supervisor if necessary, and, if needed, escalate the matter to the Dean of Students or Dean of Graduate Studies. Both deans are available to discuss and advise on any concerns and can help expedite the resolution of such matters.

The complaint and grievance process at New Mexico Tech provides a structured framework for students to formally address concerns. Students must submit grievances within 45 calendar days of becoming aware of the issue. Formal grievances require detailed documentation, including facts, alleged policy violations, actions deemed unfair, relevant dates, and attempted informal resolutions. These are submitted via the **Student Non-Academic Complaint and Grievance Reporting Form** in Maxient.

The Office of Student Affairs oversees the process, ensuring complaints and grievances are reviewed and responded to within 10 business days. Appeals are allowed under specific circumstances, such as procedural errors or new evidence. Strict timeframes govern all stages, and retaliation against complainants is prohibited. Separate processes exist for complaints and grievances related to academics, Title IX, and other specific concerns.

I. Filing a Formal Complaint or Grievance

Students must file formal grievances no later than forty-five (45) calendar days from when the student knew or reasonably should have known about the incident.

The formal grievance must be submitted in writing online. It should include the following: the relevant facts, the policy or practice allegedly violated, the decision or action considered unfair, the date and people involved, any informal resolution attempts (optional), and the desired outcome.

Various units have specific procedures for helping students resolve their concerns, complaints, or grievances. Below is a general summary of information links to these various units. The [Dean](#)

[of Students](#), [Dean of Graduate Studies](#), and the [Student Government Association](#) (SGA) and [Graduate Student Association](#) (GSA) can support and guide the various procedures if needed.

II. Exclusions

Complaints or grievances related to the following must adhere to the processes or policies outlined in the links below.

Title IX: [Reporting Options & Procedures](#) & [File a Title IX Report](#)

Academic Appeal: [Academic Appeal Process](#)

Student Code of Conduct: [Guide to Conduct and Citizenship for Students](#)

Student Government Association: [SGA Comments, Questions, Concerns, and Complaints Form](#).

This form goes directly to the SGA Executive Officers.

III. Retaliation

Retaliation against a student for participating or not participating in a complaint or grievance is prohibited.

IV. Procedure

Complaints & Grievances

Students may bring any complaints or grievances forward within fifteen (15) business days of the first occurrence of the event, giving rise to the complaint or grievance, or within fifteen (15) business days after the student, through the use of reasonable diligence, should have had knowledge of the first occurrence giving rise to the complaint or grievance.

Only complaints, grievances, or concerns reported using the Student Non-Academic Complaint and Grievance Reporting Form in Maxient are considered formal complaints and follow this process. All other complaints, whether written or not, are considered information and do not require a formal response.

1. Students are encouraged to use available informal means to resolve concerns before filing a complaint.
2. Students shall use the [Student Non-Academic Complaint and Grievance Reporting Form](#) to submit their complaint or grievance, completing all requested information. The form is available at https://cm.maxient.com/reportingform.php?NewMexicoTech&layout_id=4
3. Staff in the Office of Student Affairs shall contact the student to discuss the complaint or grievance within ten (10) business days of the submission. Where appropriate, the complaint or grievance will be referred to the academic college or the office overseeing any process or procedures the student complained about for review and follow-up. Staff in the Office of Student Affairs will inform the student of and document in the Maxient database a reasonable date by which the student will receive a written response. If the complaint or grievance results in a meeting to discuss the complaint, the student may have a support person in attendance for any such discussion.

V. Appeal of a complaint or grievance decision

If the complaint or grievance is not resolved, the student may submit a written appeal of the decision within ten (10) business days after receiving the written response through the following steps.

Appeals may only be filed on the following grounds:

1. A procedural error occurred that substantially impacted the outcome of the review (e.g., material deviation from established procedures) or
2. There is new information that was not available at the time of the review that would substantially affect the outcome. The written appeal must include a summary of the latest information and its potential impact on the outcome.
3. No response to the complaint or grievance received from the department administrator within the time frame outlined by Student Affairs.

Appeals must be submitted in writing to the Dean of Students, responsible for the complaint and grievance process. The Dean of Student's decision is final and binding.

VI. Timeframe

It will be waived if a student does not submit a complaint or grievance within the required time. The last decision will stand if the student does not appeal to the next step on time. If a university employee does not respond within the given time, the student can treat the complaint as denied and move to the next step. Time limits can be extended if the student and the university agree in writing.

VII. Complaints Related to Academics

Class or Instructor conduct, Course content, Procedures, or Accommodations, Grade Error, Grade discrimination, or Grade inconsistencies refer to this website: [Student Academic Grievances](#).