



**Origination Date:** 01/2012  
**Last Approved:** 03/2017  
**Last Revised:** 03/2017  
**Next Review:** 03/2020

**Owner:** *Pierre Neuenschwander: Senior Associate Provost*  
**Policy Area:** *Academics, Faculty and Students*

**References:**

## Student Complaints

### Scope

All students in credit courses offered by The University of Texas Health Science Center at Tyler (the "University").

### Purpose

To define the process by which students enrolled in credit courses at the University may submit complaints related to academic or non-academic issues.

### Definitions

**Academic Appeal** – The process to allow students to seek resolution of complaints or grievances involving grades or grading, student records, or other academic affairs.

**Non-Academic Complaints** – The process to allow students to seek resolution of complaints other than those related to an academic appeal. Non-academic complaints may include, but are not limited to, discrimination, harassment, or mistreatment.

**Complaint Resolution Committee** – A three (3) person committee composed of the University's Compliance Officer, Legal Counsel, and Certified Mediator.

## POLICY

### Academic Appeals by Students:

1. The student must first appeal to the instructor within thirty (30) calendar days after the first class day of the next semester. Exceptions may be granted by the academic unit chair/director on a case by case basis.
2. If the dispute is not settled between student and instructor, the student may appeal in writing to the instructor's academic unit chair/director. The academic unit chair/director will request a written statement from the instructor. The academic unit chair/director will rule on the dispute within ten (10) business days of receiving the written appeal from the student.
3. If the dispute is still unresolved after the appeal to the academic unit chair/director, the student may appeal in writing to the instructor's dean. The dean will issue a ruling within ten (10) business days of

receiving the written appeal and will consider all documentation.

4. If the dispute is still unresolved after the appeal to the dean, the dean will submit all documentation regarding the complaint to the Complaint Resolution Committee. The Complaint Resolution Committee will consider all documentation and submit its ruling to the Executive Vice President/Chief Operating Officer (EVP) within ten (10) business days of receiving the documentation from the dean.
5. The EVP will inform the student and all other persons involved in the appeal process of his/her final ruling within fourteen (14) business days of receiving the Complaint Resolution Committee's ruling, which he/she may accept or reject. The ruling of the EVP is final.
6. If the issue is not resolved internally to the student's satisfaction, the student may file a complaint with the regulatory agency in the state where he/she is receiving instruction. In Texas, contact the [Texas Higher Education Coordinating Board](#), (512) 427-6205. Email may be submitted to the Texas Higher Education Coordinating Board using the online student complaint form accessible at <https://www1.theccb.state.tx.us/Apps/CRAFT/Home/Create>.

## Non-Academic Student Complaints:

1. The student must first submit his/her complaint in writing using the form attached hereto to the institution's Compliance Officer as soon as possible, but in no event no later than thirty (30) days after the event occurs or the student becomes aware of the event. Complaints will be routed to the Complaint Resolution Committee.
2. The Complaint Resolution Committee will investigate the complaint and submit its ruling to the EVP within fourteen (14) business days after receiving the written complaint. The Complaint Resolution Committee may request input and/or documentation as it deems necessary in its sole discretion as it investigates.
3. The EVP will inform persons involved in the complaint process of his/her final ruling. The EVP may accept or reject the ruling of the Complaint Resolution Committee. The ruling of the EVP is final.
4. If the issue is not resolved internally to the student's satisfaction, a student may file a complaint with the regulatory agency in the state where he/she is receiving instruction. In Texas, contact the [Texas Higher Education Coordinating Board](#), (512) 427-6205. Email may be submitted to the Texas Higher Education Coordinating Board using the online student complaint form accessible at <https://www1.theccb.state.tx.us/Apps/CRAFT/Home/Create>.

All University students shall be allowed to freely discuss and raise questions to the appropriate personnel about situations they feel are in violation of federal and state law, University and/or UT System policy, and/or accreditation and regulatory requirements.

All University students have a personal obligation to report any activity that appears to violate applicable laws, regulations, rules, policies, procedures, or the student standards of conduct through the normal administrative process and procedures. However, students may also make reports through the Compliance Hotline (877-507-7316).

The University shall not intimidate, threaten, coerce, discriminate against, or take any retaliatory action against University students or in the following situations (refer to IHOP [Non-Retaliation](#)):

- Any University student, student association, organization or group that in good faith:
  1. Discloses or threatens to disclose information about a situation they feel is inappropriate, or potentially illegal;
  2. Provides information to or testifies against the alleged offending individual or the University;

3. Objects to or refuses to participate in an activity they feel are in violation of federal and state law, University and/or UT System policy, or accreditation requirements;
4. Is involved in any compliance review or peer review process; or
5. Files a valid or legitimate report or a complaint, or an incident report.

## Record Retention:

Documentation related to student complaints is confidential and proprietary and will be maintained in the University's Office of Academic Administration.

## Accreditation:

The University was authorized by the Texas Legislature in 2005 to offer degree programs. The University is accredited by the Southern Association of Colleges and Schools, Commission on Colleges (SACSCOC) at the Master's degree level. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call (404) 679-4500 for questions about the accreditation of the University. In order to be considered, formal complaints must be submitted in writing using the Commission's *Complaint against Institutions: Information Sheet and Form*, signed and sent to the attention of the President of SACSCOC by the complainant, as indicated on the SACSCOC Website. To access the Commission's complaint policy, procedures, and the Complaint Form, please see [Complaint Procedures Against the Commission or its Accredited Institutions](#).

## References

- UT Board of Regents Rule 50101

## Attachments:

[Non-Academic Student Complaint Form](#)

## Approval Signatures

Step Description	Approver	Date
	Kirk Calhoun: President/Prof of Medicine	03/2017
Executive Cabinet	Carol Davis: Executive Assistant, Senior	03/2017
Office of Legal Affairs	Terry Witter: VP, Legal Affairs/ChiefLegalOf	02/2017
Faculty Senate	Julie Philley: Assoc Prof Of Medicine	02/2017
Deans Council	Michelle Harris: Academic and Admin Support Cor	02/2017
	Pierre Neuenschwander: AVP, Academic Administration	02/2017