COMPLAINT PROCESS

Name for Program

Complaint Resolution Service

Recipients for Various Types of Complaints

Academic Complaints – Associate Vice President for Academic Affairs (Dave Billeaux)
EEO Complaints – director of Equal Opportunity and Employee Relations (Sam Ramirez)
Student Conduct Complaints – Assistant Dean of Students (Angela Walker)
Service Complaints – Appropriate Supervisor and Vice President
Complaints Involving Athletes or Athletics – Compliance Officer (Scott Lazenby)
Complaints Involving Multiple Areas – Chief of Staff (Mary Sherwood)

Database Fields of On-line Complaint System

- Date complaint entered
- Type of complaint
- Narrative of complaint from complainant
- Person assigned to handle complaint
- Persons cc’ed on complaint
- Anticipated resolution date
- Resolution date
- Narrative of resolution by responsible person to include: issues raised in the complaint, the identity of persons and/or policies/decisions/courses complained about, the remedy sought, the action taken or proposed, a statement of reasons for that action.

Other Components of System

- Automatic acknowledgement e-mail
- Automatic follow-up to administrator and person handling when nearing date for resolution
- Reporting by type of complaint

Draft Web Copy

Not sure where to get help for a problem? Or got an issue or complaint you haven’t been able to resolve?

The university is committed to appropriate resolution of complaints as efficiently and effectively as possible. We believe providing a mechanism for complaints to be heard gives us the opportunity to improve our service.
The University does have established rules and procedures for reporting and resolving grade appeals, employment-related issues and other issues. You can access information about these rules and procedures at:

www.xxxxxxxxxxxx (Compendium Page)

If you’re not sure how to proceed, you’ve tried and failed to resolve an issue informally, or your complaint is more general in nature, we encourage you to use this confidential on-line system to obtain help.

General complaints might include, but are not limited to:

- conduct of a staff member,
- conduct of a student acting within the university environment,
- conduct of groups of staff or students,
- conduct of people associated with the university or using university facilities, or
- a rule or process of the university.

Fill in Boxes Here

The Texas A&M University System also maintains an on-line system for reporting waste, fraud, abuse or other serious ethics violations. It is available at: www.ethicspoint.com or by calling 888-501-3850.

To report immediate threats to life or property or if you require emergency assistance, please contact the University Police Department at (361) 825-4444.

Compendium Page of Policy and Procedure Links

Processes regarding the following concerns have been established through the policies, regulations and rules listed below. Please refer to the following information for guidance in reporting concerns in these areas.

STUDENT GRADE APPEALS

FACULTY GRIEVANCES

- A&M System Policy 12.01, Academic Freedom, Responsibility and Tenure
- A&M System Regulation 32.01.01, Complaint and Appeal Procedure for Faculty Members
- Texas A&M University-Corpus Christi Procedure 32.01.01.C1.01, Complaint and Appeal Procedures for Faculty Members

STUDENT GRIEVANCES

- Texas A&M University-Corpus Christi Rule 13.02.99.C1, Student Disciplinary Proceedings

NONFACTORY EMPLOYEE GRIEVANCES

- A&M System Regulation 32.01.02, Complaint and Appeal Process for Nonfaculty Employees
• Texas A&M University-Corpus Christi Rule 32.01.02.C1, Complaint Process for Non-Faculty Employees

SEXUAL HARASSMENT
• A&M System Regulation 34.01.01, Sexual Harassment
• Texas A&M University-Corpus Christi Rule 34.01.99.C1, Harassment

RESEARCH MISCONDUCT
• A&M System Regulation 15.99.03, Ethics in Research and Scholarship
• Texas A&M University-Corpus Christi Rule 15.99.03.C1, Ethics in Research and Scholarship

Campus Announcement and Letter from FK

As part of our ongoing commitment to excellence in our programs and services, the University has developed a new, confidential process for collecting, addressing and resolving campus complaints. While our philosophy is that employees should be empowered to the greatest extent possible to resolve issues immediately, we understand there are times when making a formal complaint is a necessary alternative. Toward that end, any student, faculty, and/or staff member who feels dissatisfied with a University program, activity, and/or service may file a written complaint utilizing the centralized, on-line Complaint Resolution Service website at http://tder.tamucc.edu/WE%CARE.html).

This method will permit us to not only resolve individual concerns, but also to effect systemic improvement in our programs, services and processes. Please contact Ms. Rosie Ruiz, Complaint Resolution Service Manager, at X2530 (rosie.ruiz@tamucc.edu) for further information.

Issues to Resolve

• What is included in aggregate reports from system?
• Who receives reports?
• At what interval are reports generated?