June 22, 2009

MEMORANDUM

TO: The Campus Community

RE: Complaint Resolution Service

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 will be occasions when making a formal complaint is a necessary alternative. 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://www.tamuce.edu/marcom/complaints. It should be noted that complaints will be handled confidentially, but anonymous complaints will not be taken.

From the primary page, there is also a link to a page that centralizes links to policies, regulations, rules and procedures that will help with understanding standard processes in various situations.

This complaint resolution service will permit us to resolve individual concerns, and will also facilitate systemic improvement in our programs, services and processes by tracking patterns of issues.

For more information, please contact Ms. Rosie Ruiz, Complaint Resolution Service Manager, at Ext. 2530 (rosie.ruiz@tamucc.edu).

Sincerely,

[Signature]

Flavius C. Killebrew
President/CEO

/icc