

Procedures for Reporting and Resolving Student Complaints

These procedures establish a process for reporting and resolving student complaints that are not specifically addressed by UNT Dallas policies. These procedures apply to registered students of the University. Additionally, any individual who was a registered student but who has graduated or otherwise left the University also may avail themselves of these procedures provided that any such complaint is made within three (3) months of the individual leaving the University and the acts or omissions being complained of occurred while the individual was a registered student.

These procedures do not replace any complaint or appeal procedures found in UNT Dallas policies. See the table on the last page of this document for a listing of published student policies and corresponding complaint and appeal procedures.

Guiding Principles

As a student-centered university, UNT Dallas strives to achieve high student satisfaction with its services and creating an environment where students are provided:

- Friendly customer service.
- Accurate information.
- Empowerment.

To this end, the following principles will guide these procedures:

- Wherever possible, student complaints will be resolved through an informal process and at the lowest appropriate level of management.
- Student complaints will be handled with procedural fairness. All parties to a complaint will be informed of the specific allegations being made and will be given the opportunity to respond to any allegations made.
- Student complaints will be handled in a timely and confidential manner.
- Students will be notified of the outcome of their complaint.
- The responsibility for the academic evaluation of students rests with the UNTD faculty.

Student Complaints

Informal Complaint Process

Students with a complaint should initially seek an informal resolution by raising the complaint directly with the relevant staff member, faculty member, or his or her department chair/supervisor so the complaint can be resolved immediately. Advice on how to proceed with a complaint can be sought from the Associate Vice President of Student Access & Success.

Basic steps in the informal process include the following:

- Complaints will begin as soon as possible with the staff or faculty member with whom the issue originated.
- If the issue is not resolved, the unit head or the department chair will investigate the issue and allegations.
- When an informal approach is inappropriate or ineffective, the student may follow the formal procedure detailed in the section below.

Note: While students are encouraged to talk about their complaints directly with the person concerned, this approach may not always be appropriate. In circumstances in which students believe it is not appropriate to raise the issue directly with the person(s) of concern, they may make a complaint to a supervisor/department chair or other person in authority at UNT Dallas.

Formally Documented Complaints

If the informal complaint is not satisfactorily resolved, students may submit written complaints to the Associate Provost for Student Success, who will record the complaint in a log and notify the University official who is responsible for handling the complaint. The log will include all properly submitted complaints that are made formally in writing by students and will also include those complaints submitted through the various “suggestion/comments boxes” on campus.

It is expected that students making formal complaints will demonstrate that they have attempted to resolve their concerns through the informal procedures. The complaint must be submitted in writing and include:

- The name and contact information of the student filing the complaint, and a brief description of the complaint or concern;
- Any attempt(s) by the student to resolve the matter informally, including name/position of employee whom the student contacted concerning the complaint, the date(s) of such contact (may be approximate dates), and the outcome of the informal complaint; and
- The desired resolution or outcome regarding the complaint.

Anonymous Complaints

Anonymous complaints typically are not handled under Student Complaint Procedures. Anonymous complaints about criminal activity, fraud, discrimination, or suspected wrongdoing should be referred to the appropriate unit or University/System official in accordance with the University’s Reporting Suspected Wrongdoing Policy (5.012). Further action may be taken if the anonymous complaint contains sufficient information to carry out an investigation.

Log of Student Complaints

The Associate Vice President of Student Access & Success is responsible for maintaining a log of all written student complaints properly submitted under these Student Complaint Procedures. Designated representatives are

responsible for compiling written student complaints, resolving such complaints in accordance with applicable University policies and procedures, and forwarding all written student complaints (and the outcome of such complaints) to the Associate Provost for Student Success on a quarterly basis (for staff) or at the end of each semester (for faculty/academic units).

The complaint log will include the following:

- The date the complaint was first formally submitted;
- The nature of the complaint;
- The steps taken by the University to resolve the complaint (in accordance with University policies and procedures, as applicable);
- The final decision regarding the complaint, including referral to outside agencies; and
- Any other external actions initiated by the student to resolve the complaint, if known to UNT Dallas (e.g. lawsuit, EEOC investigation, etc.).

UNT Dallas provides published appeal procedures for final course grades, academic misconduct, and other academic complaints. So that appropriate monitoring and evaluation of student complaints may take place, all student complaints will be included in the log, including student grade appeals.

Records Retention of Student Complaint Log

The log of student complaints maintained by the Associate Provost for Student Success will be retained in accordance with the University's Records Retention Schedule.

Timeframe for Responding to Student Complaints

Employees have a responsibility to respond to student complaints within a reasonable timeframe and complainants will be advised of the proposed timeframe for resolution. If a complaint is complex or involves allegations of misconduct or suspected wrongdoing, the University will achieve resolution of a complaint within 10 days of the complaint being lodged with the appropriate person in authority. If it is not possible to achieve resolution within this timeframe, the complainant will be advised and will be informed of the progress of the matter.

Monitoring and Evaluation

Responsibility for the management and operation of the Student Complaints Procedure resides with the Associate Provost for Student Success. The Associate Vice President of Student Access & Success will oversee the tracking of complaints for the purposes of ensuring that written student complaints are resolved in accordance with University policies and procedures and demonstrate fairness and attention to student concerns. Complaints made under this procedure, as well as any student complaint made in accordance with University policies, will be monitored and reviewed to enable the University to continually improve its processes. To this end, the Associate Provost for Student Success also will look for any pattern in the complaints that suggests problems with institutional effectiveness and/or quality of services and will report any potential problems to the appropriate Vice President.

Grade Appeals (UNTD Policy 7.007)

Faculty Responsible for Assignment of Grades . The responsibility for the evaluation of students rests with the UNTD faculty. The University presumes that the judgment of the faculty member in a course is authoritative, and that all assigned grades are correct.

Student Informal Consultation with Faculty Member . A student who wishes to complain about a final course grade must first discuss the matter with the faculty member of record. The discussion with the faculty member must occur as soon as possible after assignment of the grade, and under no circumstances will a faculty member entertain a student's complaint any later than one week after the start of the academic term following the assignment of the grade.

The faculty member must inform a student of a decision within three (3) days of meeting with the student.

Formal Petition for Grade Appeal. If a student's concern remains unresolved after the informal consultation with the faculty member, the student may submit a written petition for appeal using the Grade Appeal form to the Program Coordinator (or Dean in the absence of a Program Coordinator) of the faculty member's department within (10) business days of the first class day of the following semester .

A student's formal petition for grade appeal to the Program Coordinator must include:

- The stated grounds for the final course grade appeal and specifically the basis for the claim that a final course grade was assigned arbitrarily, prejudicially or was in error.
- Any additional supporting information.

The student or the instructor has 10 business days from receipt of the program coordinator's decision to send a written appeal to the dean of the respective school/college. The dean will forward the appeal with any other documentation to the Student Academic Appeals Committee. In the case of the College of Law grade appeals, the dean will appoint a three-person ad hoc committee to act in place of the Student Academic Appeals Committee.

Appeal to the Student Academic Appelas Committee . The Student Academic Appeals Committee will review the appeal and may meet with the student and instructor separately. The Student Academic Appeals Committee will afford the student and instructor the same opportunities to provide additional information. The dean may, at times, act as a member of the Student Academic Appeals Committee, including participating in the review process and voting toward the decision.

- The Student Academic Appeals Committee will make a decision with a majority vote and will notify the dean of its decision within 30 days of receiving the appeal. The dean will notify the student and instructor of the Student Academic Appeals Committee's decision within three business days of receipt of the decision
- All rulings made by the Student Academic Appeals Committee are final.

- All records related to the appeal will be filed with the program coordinator of the department in which the grade was originally signed and retained in accordance with the UNT Dallas record retention policy

Confidentiality

Confidentiality will be respected wherever possible within the constraints of the need to fully investigate the complaint, and matters pertaining to the complaint will not be discussed beyond the parties to the complaint, their chosen representatives, where applicable, and staff or faculty members involved in resolving the complaint.

Published Student Policies and Procedures

The University has established formal mechanisms for addressing many student complaints through its University policies and procedures. These policies and procedures may be found in the University Policy Manual (<https://president.untDallas.edu/university-policies>) and supersede these Student Complaint Procedures. Any type of complaint received by the University will be handled in accordance with the applicable University policy. These policies include but are not limited to the following:

Type of Complaint	University Policies that Include Formal Procedures for Filing Student Complaints	Designated Representative
Complaints regarding discrimination or harassment of any type (including sexual harassment) made against a UNTD student, faculty member, staff member, or other member of the University community.	Refer to 16.002-prohibiting-discrimination-and-harassment Corresponding Procedures: 16.002_discrimination_and_harassment_complaint_procedures	Equal Opportunity Coordinator UNT System (972) 338-1413
Complaints regarding a grade or grade-related penalty	Refer to: 7.007 grade appeals policy	School of LAS 972-338-1501 School of Human Services 972-338-1345 School of Business 972-780-3668 School of Ed. 972-338-1503
Complaints regarding the outcome of student conduct hearings	Refer to appeal procedures in: 7.001_code_of_students_rights_responsibilities_and_conduct	Office of the Associate VP for Student Access & Success (972) 338-1775
Complaints regarding the outcome of an investigation and review of academic dishonesty	Refer to appeal procedures in: 07.002_code_of_academic_integrity	Office of the Assistant Provost

		(972) 338-1858
Complaints regarding the release of student information or accuracy of student education record	Refer to 7.003_student_records	Office of the Registrar (972) 780-3045
Complaints regarding a decision on the modification of academic requirements or other disability accommodation for students	Refer to: 16.004_disability_accommodations_for_students_and_academic_units	Assistant Director (972) 338-1777
Complaints regarding a decision by the Behavioral Intervention Team concerning an involuntary medical withdrawal	Refer to appeal procedures 7.008_involuntary_and_voluntary_student_medical_withdrawal	Office of the Associate VP for Student Access & Success (972) 338-1775
Complaints regarding decision to deny a request to use University facilities or any related charges for facility use	Refer to: 11.006_facilities_use	General Services Director (972) 338-1470
Complaints regarding decision to deny a request for use of campus grounds for expressive activity	Refer to: 7.009_free_speech_and_public_assembly	Office of Student Affairs (972) 338-1775

Questions concerning these Student Complaint Procedures should be directed to the Associate VP for Student Access and Success at (972) 338-1775.