

# University of Mary Hardin-Baylor

## **Formal Student Complaints Not Otherwise Specified (General Student Complaints)**

This policy establishes the process for reporting and resolving formal student complaints that are not specifically addressed by other UMHB policies and processes. These procedures apply to enrolled students of the University. Parents, relatives, employers, agents, and others acting for or on behalf of a student are not students within the meaning of this or other university policies regarding formal student complaints.

**These procedures do not replace any complaint or appeal procedures found in other UMHB policies.** For information on how to file an academic appeal or how to file a formal complaint regarding hazing, discrimination, harassment, sexual violence, dating/domestic violence, or stalking, refer to the home page of [REPORT IT](#) or the UMHB Student Handbook.

### **Filing a Formal Complaint Not Otherwise Specified (General Student Complaints)**

Students may submit written formal complaints in this category to the Vice President for Student Life through the university's [REPORT IT](#) system or by email to [bskaggs@umhb.edu](mailto:bskaggs@umhb.edu). The Vice President for Student Life will notify the university official who is responsible for handling the complaint. The formal complaint log will include all properly submitted complaints in this category. The written complaint submitted by the student must include:

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

\*Students may submit anonymous complaints, but the university's ability to resolve certain anonymous complaints will be limited.

### **Timeframe for Responding to General Student Complaints**

Employees have a responsibility to respond to student complaints within a reasonable timeframe and if the complaint cannot be resolved immediately, the student will be advised of the proposed timeframe for resolution or outcome. The university will typically achieve resolution or outcome of a general complaint within 10 days of the complaint being submitted to the Vice President for Student Life. If it is not possible to achieve resolution or outcome within this timeframe, the student will be advised and will be informed of the progress of the matter.

### **Resolution or Outcome**

The university official responsible for reviewing such complaints will do so in accordance with applicable

University policies and procedures, notifying the student in writing of the resolution or outcome, with a copy to the Vice President for Student Life.

### **Log of formal Student Complaints**

The Vice President for Student Life is responsible for maintaining a log of all written student complaints properly submitted under this procedure. 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;
- The final decision regarding the complaint.

### **Monitoring and Evaluation**

Responsibility for the management of formal complaints properly submitted under this procedure (General Student Complaints) resides with the Vice President for Student Life. The Vice President for Student Life 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 to demonstrate fairness and attention to student concerns.

Complaints made under this procedure will be monitored and reviewed to enable the University to continually improve its processes. To this end, the Vice President for Student Life 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 Senior Vice President.

### **Records Retention of Student Complaint Log**

The log of student general complaints maintained by the Vice President for Student Life will be retained in accordance with the University's Records Retention Schedule.

### **Confidentiality**

Confidentiality will be respected wherever possible within the constraints of the need to fully investigate the complaint. Matters pertaining to the complaint will not be discussed beyond the parties to the complaint and staff or faculty members involved in reviewing and resolving the complaint.