

**THE TEXAS A&M UNIVERSITY SYSTEM
HEALTH SCIENCE CENTER INTERNAL POLICIES**

13.02.99.Z1.02 Student Complaints

Approved December 15, 2010

Supplements System Policy 13.02

1. GENERAL/OVERVIEW

The Texas A&M University System Health Science Center (HSC) is committed to providing a learning environment for its students in which complaints are responded to in a prompt and fair manner. Toward this end, the HSC has developed policies and procedures that address specific kinds of complaints that are in keeping with state and federal law and Texas A&M System Policies and Regulations. Moreover, the institutional catalog provides for a number of complaint processes that are unique to the HSC schools/colleges. This policy specifically addresses any miscellaneous complaints that do not fall into the categories specified below and that are not articulated elsewhere in Texas A&M University System Policies and Regulations, HSC Rules and Internal Policies and the HSC catalog.

- 1.1. Policies and procedures exist for the following types of complaints and are not covered by this policy:

- Complaints regarding academic or disciplinary matters
- Complaints regarding professional conduct
- Complaints regarding discrimination
- Complaints regarding sexual harassment
- Complaints regarding student records
- Complaints regarding grades or grading
- Complaints regarding financial aid issues

2. PROCEDURES

Each HSC school/college shall establish procedures for handling complaints and publicizing the procedures to their students. These procedures must contain:

- 2.1 Informal Process. A process that provides for informal resolution of complaints/grievances through consultation with the faculty, staff person or administrator directly responsible for the initial action or decision at the school/college/HSC level before pursuing a more formal process.

- 2.2. Formal Process. A formal process that designates a point of contact for filing a written complaint, provides for review of the complaint, and issues a written response to the complainant within a specified timeframe.
- 2.3. Appeal Process. A process that includes an opportunity for a student to appeal a decision in writing within a specified timeframe with designation of the individual(s) who make(s) the final decision. Generally, miscellaneous complaint appeals conclude with the Dean of the school/college unless the complaint concerns an HSC administrative department/office. Complaints at the HSC level will conclude with the Vice President for Academic Affairs.

3. NOTIFICATION AND PUBLICATION

Each HSC school/college shall inform students of the established complaint policies and procedures and how and where to access them. These policies and procedures shall be publicized to students at least annually.

4. DOCUMENTATION

Each office of responsibility for complaints in the HSC shall develop a complaint log that provides historical information concerning written student complaints, pertinent dates and final resolution and establish a point of contact for information pertaining to student complaints in that office.

OFFICE OF RESPONSIBILITY

Vice President for Academic Affairs