



# **Handbook of Operating Procedures**

**Section:** 5.8.1  
Originally Approved: 06/10/1998  
Last Amended: 03/23/2012  
Last Reviewed: 05/27/2008  
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## **STUDENT COMPLAINT PROCEDURES**

### **A. Purpose**

The purpose of this policy is to provide students with a procedure for resolving complaints against The University of Texas-Pan American faculty and staff related to matters other than discrimination or grade appeals.

### **B. Persons Affected**

This policy applies to students.

### **C. Policy**

The policy of the University is to provide students with a procedure for resolving complaints against the University faculty and staff related to matters other than discrimination or grade appeals within the following scope:

This procedure does not apply to complaints based on allegations of discrimination, matters concerning grade appeals, or matters that are reviewable pursuant to other procedures provided by the *Rules and Regulations* of The University of Texas System Board of Regents, the UTPA *Handbook of Operating Procedures* or other approved policies or procedures of the UT System. Students with questions concerning grade appeals or discrimination must contact the appropriate academic personnel or compliance officer and refer to appropriate policies in the *Handbook of Operating Procedures* (see related policies below).

Related policies may be found in the following sections of the *Handbook of Operating Procedures* and are also printed in the *UTPA Student Guide*.

1. [Section 2.2.1, Non-Discrimination Policy.](#)
2. [Section 2.2.3, Policy Concerning Accommodations for Individuals with Disabilities.](#)
3. [Section 5.2.1, Student Academic Responsibilities and Appeals.](#)

### **D. Definitions**

Not applicable.



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### **E. Responsibilities**

Not applicable.

### **F. Procedures**

In an effort to resolve misunderstandings or concerns, a student must first make every effort to resolve the problem by discussing his or her concerns with the faculty or staff member against whom the complaint is lodged. If the concern still exists, the student may discuss the complaint with the appropriate chair or head of the department in which the complaint originated.

In addressing the student's complaint, the department chair or head should solicit information from both the student and employee, may confer with anyone having information pertinent to the complaint, and/or may hold a meeting between the student and the employee in an effort to mediate and resolve the complaint.

If the complaint is not resolved to the student's satisfaction, the student may appeal in writing to the next administrative level. The appeal must be made within sixty (60) days after the student's initial meeting with the department chair or head. A decision made at the administrative level must be mailed or delivered in person to the student within thirty (30) days of the receipt of the student's written appeal.

Additional appeals may be pursued through the appropriate lines of authority to the vice presidential level. The thirty (30) day time line applies to each appeal and to each notification of decision as described above. Decisions at the vice presidential level will be final.

### **G. Review**

The Divisional Head for this policy is the Vice President for Student Affairs and this policy shall be reviewed every five years or sooner if necessary by the following Stakeholders:

1. Dean of Students – Senior Reviewer
2. Student Government Association President
3. Academic Affairs Executive Team
4. Faculty Senate Chair
5. Staff Senate Chair