

## Written Student Complaint



Name: \_\_\_\_\_ Date: \_\_\_\_\_

Telephone Number/s: \_\_\_\_\_

Best Time to Call: \_\_\_\_\_

e-Mail Address: \_\_\_\_\_

Home Address: \_\_\_\_\_

Clearly describe the problem or complaint

Describe actions already taken to resolve the problem or complaint and the results of these actions

Describe the desired outcome

Attach appropriate supporting documentation that relates directly to this complaint

***(See reverse side for the Policy on Written Student Complaints)***

## **Texas Wesleyan University Policy on Written Student Complaints**

Texas Wesleyan University recognizes the value of information provided by students about the performance of the University in providing the services and meeting the goals which our mission describes. It is University policy to invite feedback, and, whenever possible, to use that feedback to continue to improve the services and functions of the University.

Ideally, students will be able to resolve any problems by dealing directly with the individual (such as a faculty or staff member) or office (such as a student service or administrative office) involved. However, if a student is unable to reach a satisfactory resolution and wishes to pursue the matter further, or if a student wishes to register a formal complaint, a written complaint may be addressed to the Office of the Provost.

Written complaints should contain the following information:

- the complainant's name and contact information
- a clear description of the problem or complaint
- appropriate supporting documentation that is directly related to the complaint
- a description of any subsequent actions taken by the complainant or the University, and
- a description of the desired outcome.

All written complaints received and copies of any responses will be kept on file in the Office of the Provost. Complaints which are unsigned or are not received in written format (e.g., complaints received by phone or electronically) will not be considered.

The Provost will respond to each complaint within 15 business days of receipt. If no other action was requested, the response will acknowledge receipt of the complaint. If further action is requested, the response will describe the actions to be initiated by Office of the Provost and any further information from the complainant that may be required.

### Academic Matters

Written complaints about grades will not be addressed by the Office of the Provost unless the student has already discussed the grade with the course instructor, the department or division head (if any), and the appropriate Dean, respectively. Appropriate documentation would include copies of the student's coursework, the course syllabus, and any other materials related to specific assignments (such as handouts or correspondence with the instructor).

### Non-Academic Matters

Written complaints about administrative or other student services should be directed initially to the appropriate office, but may be submitted to the Provost if satisfactory resolution is not achieved. Appropriate documentation would include copies of any relevant contracts, notices, or other official or informal correspondence with the office or other University personnel.