

13.02.99.C0.01 Student Complaints Regarding Employees



Revised: December 21, 2023

Next Scheduled Review: July 14, 2027

[Revision History](#)

Procedure Summary

Texas A&M University-Corpus Christi (TAMU-CC) students are vital members of the campus community, and the university is committed to fostering intellectual inquiry within a climate of academic freedom and integrity. Students and employees are expected to promote these goals in the context of mutual respect and tolerance for others.

This procedure provides students with a process for addressing complaints of faculty and staff conduct that are not addressed by other complaint procedures for Civil Rights, academic freedom, and other academic issues such as grade appeals. This conduct may include: failure to show appropriate respect for the rights and opinions of others; misuse of authority to promote a political or social cause within an instructional setting; or other conduct that adversely affects the learning environment. This procedure further supports the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) accreditation standard 12.4, which requires that the university publish clear and appropriate procedures for addressing student complaints, demonstrates that it follows procedures when resolving them, and maintains a record of student complaints that can be accessed upon request by SACSCOC.

It is intended that all problems be resolved, whenever possible, in the department or academic unit (e.g., college, school, library) before the filing of a complaint. Open communication between students and employees is encouraged so that resorting to the formal complaint process is not necessary. Students found to have intentionally made false or materially misleading allegations under this procedure will be subject to discipline in accordance with Student Code of Conduct.

Students shall have protection from retaliatory action based upon the filing of a complaint and/or participation as a witness.

Procedure

1. Department- or Academic Unit-Level Complaint

- 1.1. Students are encouraged to attempt to resolve complaints informally with the employee to facilitate a resolution of their concern and/or complaint.
- 1.2. If a satisfactory resolution cannot be found at the student-employee level, if the employee is unavailable or no longer with the university, or if the student elects to not proceed with section 1.1 of this procedure, the student should submit the complaint in writing via either the TAMU-CC Complaint Resolution Form (see the Appendix section of this procedure) or in EthicsPoint (<https://secure.ethicspoint.com/domain/media/en/gui/19681/index.html>). The complaint should be as specific as possible. The Chief Ethics & Compliance Officer (CECO) (for Ethics Point complaints) or Employee Development & Compliance Services (EDCS) (for complaints filed through the Complaint Resolution Form) will forward the complaint to the appropriate department chairperson or direct supervisor. Complaints against the department chairperson/supervisor will be submitted to the next level supervisor (dean/director of the respective academic unit for faculty complaints). Complaints against an academic unit dean/director will be submitted to the Provost and Vice President for Academic Affairs (Provost).
- 1.3. The complaint should be submitted within seven (7) business days of the alleged conduct unless there is good cause shown for delay.
- 1.4. The department chairperson/supervisor will review the complaint, in coordination with their supervisor (dean/director of the respective academic unit for complaints against faculty) and draft a resolution within fifteen (15) business days. The department chairperson/supervisor will forward a summary of the complaint and the drafted resolution to the CECO (for Ethics Point complaints) or EDCS (for complaints filed through the Complaint Resolution Form) for review. Once the CECO or EDCS completes the review, the department chairperson/supervisor will be notified to send the final resolution to the parties and copy the CECO and EDCS for record-keeping and inclusion in the campus complaint resolution database.
- 1.5. Complaints against administrators (e.g., directors, assistant/associate vice presidents, department chairs/supervisors, academic unit deans/directors) will be treated as university-level complaints and be forwarded to the vice president of the respondent employee's division by the CECO or EDCS and follow the remaining the process outlined in section 2 of this procedure.

2. University-Level Complaint

- 2.1. Filing a University-Level Complaint

- 2.1.1. If the student believes the matter is not satisfactorily resolved at the department or academic unit level, the student may file a complaint indicating their dissatisfaction with the department review via the TAMU-CC Complaint Resolution Form, in EthicsPoint (<https://secure.ethicspoint.com/domain/media/en/gui/19681/index.html>), or by visiting EDCS.
- 2.1.2. The complaint should be as specific as possible and must be filed within seven (7) business days of the communication of the unsatisfactory resolution by the department chairperson/supervisor/dean/director unless there is good cause shown for delay.
- 2.1.3. Within five (5) business days of receipt, the CECO or EDCS will forward the complaint to the appropriate vice president for resolution and send notice that the complaint has been filed to the employee, the department chairperson/supervisor, and academic unit dean/director (for complaints against faculty).

2.2. Complaint Investigation

- 2.2.1. The vice president of the respondent employee's division is the designated authority for the investigation and resolution of complaints under this procedure. Investigations are used to address complaints, allegations of employee misconduct, significant failure to meet performance standards, and violations of Texas A&M University System policies/regulations or university rules/procedures.
- 2.2.2. The appropriate vice president may delegate responsibility for conducting the investigation to EDCS or another designee.
- 2.2.3. The investigator(s) may recommend interim appropriate actions in support of the student's academic success to the Provost and/or the Vice President for Student Engagement & Success, as appropriate, pending the completion of the investigation.

2.3. Conclusions/Action Required

- 2.3.1. Upon concluding the investigation, the investigator(s) shall issue a written report to the appropriate vice president setting forth conclusion(s) based on a preponderance of the evidence standard. A preponderance of the evidence is defined as enough evidence to convince the investigator(s) to decide in favor of one side or the other

based on the evidence's probable truth and/or accuracy.

2.3.2. In ordinary cases, it is expected that the investigation and written report shall be completed within fifteen (15) business days of the date the complaint was filed. However, the vice president may approve extensions as appropriate. The student (complainant), employee (respondent), department chairperson/supervisor, academic unit dean/director (if applicable), and Vice President for Student Engagement & Success will be informed of these extensions.

2.3.3. Upon receipt of the investigation report and conclusions, the vice president will review the report, make a final determination, and inform the complainant and respondent within five (5) business days. The vice president will undertake corrective action and/or discipline as appropriate. This will be delegated to the dean/director of the academic unit for complaints against faculty. The vice president's decision will be final and communicated in writing to both the student complainant and employee respondent, with copies sent to the employee's supervisory chain, Vice President for Student Engagement & Success, the CECO, and EDCS.

3. Training/Education/Information

Information regarding this procedure will be provided in student, staff, and faculty orientations, in regular department meetings, and on the TAMU-CC complaint resolution webpage. Additionally, periodic notices about TAMU-CC's procedures will be sent to students and all employees and will include specific information about this complaint procedure.

4. Monitoring/Compliance Review

4.1. EDCS, in coordination with the CECO, will monitor the implementation of this procedure on an annual basis. Information provided quarterly through the complaint process is collected according to the number and type of complaints received, timeframes for assessments and actions, complaint decisions/outcomes, and other information.

4.2. Reports of the data and the complaint resolution process will be evaluated and provided to the President's Cabinet annually. Complaint files will be retained in EDCS in compliance with the appropriate records retention requirements.

Related Statutes, Policies, or Requirements

System Policy [13.02, Student Rights and Obligations](#)

System Regulation [10.02.01, Fraud, Waste & Abuse](#)

System Policy [07.01, Ethics](#)

System Policy [08.01, Civil Rights Protections and Compliance](#)

System Regulation [08.01.01, Civil Rights Compliance](#)

University Rule [08.01.01.C1, Civil Rights Compliance](#)

[Texas Higher Education Coordinating Board \(THECB\) rule regarding student complaints](#)

This procedure supersedes:

- *13.02.99.C0.01, Student Complaints Regarding Faculty (Non-Academic/Non Civil Rights)*
 - *13.02.99.C0.01, Student Complaints Regarding Faculty*
 - *13.02.99.C0.01, Student Complaints Regarding Staff/Employees*
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Appendix

[Student Code of Conduct](#)

[TAMU-CC Complaint Resolution Form](#)

Contact Office

Contact for interpretation and clarification: Employee Development & Compliance Services
(361) 825-5826