

13.02.99.C0.01 Student Complaints Regarding Faculty



Revised: October 5, 2021

Next Scheduled Review: March 2, 2025

[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, faculty, and staff are expected to promote these goals in the context of inclusiveness, mutual respect, and tolerance for others.

This procedure provides students with a process for addressing complaints of faculty conduct that are not protected by academic freedom and not addressed by other complaint procedures for Civil Rights and academic issues such as grade appeals. This conduct may include: failure to show appropriate respect for the rights and opinions of others in an instructional setting; misuse of faculty authority to promote a political or social cause within an instructional setting; or other conduct that adversely affects the learning environment. Complaints under this procedure must pertain to conduct occurring in the classroom or an instructional setting or otherwise inappropriate communication or contact.

It is intended that all problems be resolved, whenever possible, in the academic unit (e.g., colleges, library) before the filing of a complaint. Open communication between students, staff, and faculty members is encouraged so that resorting to the formal complaint process will not be 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. Academic Unit-Level Complaint
 - 1.1. Students are encouraged to attempt to resolve complaints informally with the faculty member to facilitate a resolution of their concerns and/or complaint.
 - 1.2. If a satisfactory resolution cannot be found at the student-faculty level, if the faculty member 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 the TAMU-CC confidential online Complaint Resolution Forum

(<https://www.tamucc.edu/president/compliance/edcs/complaints/form/index.php>).

Employee Development & Compliance Services (EDCS) will forward the complaint to the appropriate department chairperson or direct supervisor. The complaint should be as specific as possible. Complaints against the department chairperson/supervisor will be submitted directly to the dean of the respective academic unit, and complaints against the dean will be submitted to the 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 and resolve the complaint, in coordination with the dean of the respective academic unit, within fifteen (15) business days. Upon completion of the review, the department chairperson/supervisor will forward a summary of the complaint, parties, and resolution to EDCS for record keeping and inclusion in the campus complaint resolution database. Complaints requiring dean review and resolution will be forwarded to the parties and EDCS by the academic unit.

2. University-Level Complaint

- 2.1. If the student believes the matter is not satisfactorily resolved at the academic unit level, the student may file a complaint via the TAMU-CC confidential online Complaint Resolution Forum (<https://www.tamucc.edu/president/compliance/edcs/complaints/form/index.php>) or by visiting EDCS.
- 2.2. The complaint should be as specific as possible.
- 2.3. The complaint must be filed within seven (7) business days of the communication of the unsatisfactory resolution by the department chairperson/supervisor/dean unless there is good cause shown for delay.
- 2.4. Within five (5) business days of receipt, EDCS will forward the complaint to the Provost for resolution and send notice that the complaint has been filed to the faculty member, the department chairperson/supervisor, and dean.

3. Complaint Investigation

- 3.1. The Provost is the designated authority for the investigation and resolution of complaints under this procedure.
- 3.2. The Provost may delegate responsibility for conducting the investigation to EDCS or designee.

3.3. The investigator(s) may recommend interim appropriate actions in support of the student's academic success to the Provost and the Vice President for Student Engagement & Success pending the completion of the investigation.

4. Conclusions/Action Required

4.1. Upon concluding the investigation, the investigator(s) shall issue a written report to the Provost 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.

4.2. 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 Provost may approve extensions as appropriate. The student (complainant), faculty member (respondent), department chairperson/supervisor, dean, and Vice President for Student Engagement & Success will be informed of these extensions.

4.3. Upon receipt of the investigation report and conclusions, the Provost will review the report, make a final determination, and inform the complainant and respondent within five (5) business days. The dean will undertake corrective action and/or discipline as appropriate. The Provost's decision will be final and communicated in writing to both the student complainant and faculty member respondent, with courtesy copy communication to the faculty member's supervisory chain, Vice President for Student Engagement & Success, and EDCS.

5. 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.

6. Monitoring/Compliance Review

TAMU-CC will monitor the implementation of this procedure on an annual basis. Information provided quarterly through the complaint process is collected according to number and type of complaint received, timeframes for assessment and action, complaint decisions/outcomes, and other information.

Reports of the data and the complaint resolution process will be evaluated and provided to the President's Cabinet each semester. Complaint files will be retained in the Compliance Services Department in accordance 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 Procedure [*13.02.99.C0.02, Student Complaints Regarding Staff/Employees*](#)

[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)*

Contact Office

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