

13.02.99.C0.02 Student Complaints Regarding Staff/Employees



Revised: October 5, 2021
Next Scheduled Review: April 22, 2024
[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 staff conduct that are not addressed by other complaint procedures (i.e. Civil Rights). This conduct may include: failure to show appropriate respect; misuse of authority, or other staff conduct that adversely affects the learning environment.

It is intended that all problems be resolved, whenever possible, 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. Department-Level Complaint
 - 1.1. Students are encouraged to attempt to resolve complaints informally with the staff member to facilitate resolution of their concerns and/or complaint.
 - 1.2. If a satisfactory resolution cannot be found at the student-staff level, if the staff 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 supervisor. The complaint should be as specific as possible. Complaints against supervisors will be submitted directly to the next level supervisor in the leadership chain.

- 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 supervisor will review and resolve the complaint within fifteen (15) business days. Upon completion of the review, the department supervisor will inform their respective supervisor and forward a summary of the complaint and resolution to the parties and EDCS for record keeping and inclusion in the campus complaint resolution database.

2. University-Level Complaint

- 2.1. If the student believes the matter is not satisfactorily resolved at the department 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 supervisor unless there is good cause shown for delay.
- 2.4. Within five (5) business days of receipt, EDCS will forward the complaint to the appropriate vice president for resolution and send notice that the complaint has been filed to the staff member and the department head.

3. Complaint Investigation

- 3.1. The vice president of the respondent staff member's division is the designated authority for the investigation and resolution of complaints under this procedure.
- 3.2. The vice president may delegate responsibility for conducting the investigation to EDCS or another employee within their division.
- 3.3. The investigator(s) may recommend interim appropriate actions in support of the student's academic success to 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 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.
- 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 vice president may approve extensions as appropriate. The student (complainant), staff member (respondent), department head, and Vice President for Student Engagement & Success will be informed of these extensions.
- 4.3. 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. The vice president's decision will be final and communicated in writing to both the student complainant and staff member respondent, with courtesy copy communication to the staff 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.C0.01, Student Complaints Regarding Faculty](#)
[Texas Higher Education Coordinating Board \(THECB\) rule regarding student complaints](#)

Contact Office

Contact for interpretation and clarification: Employee Development & Compliance Services
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