

Handbook of Operating Procedures

STUDENT GRIEVANCES AND COMPLAINTS

A. Purpose

The purpose of this policy is to provide students with procedures for resolving complaints against The University of Texas Rio Grande Valley (UTRGV) faculty and staff related to matters other than discrimination or grade appeals.

B. Persons Affected

This policy applies to students of UTRGV.

C. Definitions

Not applicable.

D. Policy

The policy of UTRGV is to provide students with a procedure for resolving complaints against UTRGV 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 or discrimination, matters concerning grade appeals, or matters that are reviewable pursuant to other procedures provided by The University of Texas System Board of Regents' *Rules and Regulations*, the UTRGV Handbook of Operating Procedures, Undergraduate and Graduate Catalogs, 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.

E. Responsibilities

Not applicable.

F. Procedures

Students can submit a formal complaint to Student Rights and Responsibilities (SRR) through the Vaquero Care Report It Form, which is available online at www.utrgv.edu/reportit. Students are encouraged to consult with SRR staff to discuss the options available to the student in filing a complaint. A student may choose to proceed using either the informal resolution process or the formal process to resolve their complaint.

1. *Informal Resolution:*

In an effort to resolve misunderstandings or concerns through an informal resolution, a student is encouraged to first make a reasonable effort to resolve the problem by discussing his or her concerns with the faculty or staff member against whom the complaint is lodged. Unless extraordinary circumstances exist, the faculty or staff member shall respond to the student initiating the complaint no later than 10 business days after receipt of the complaint.

If the student does not agree with the informal resolution reached with the faculty or staff member, the student may file a formal complaint no later than 10 business days after receiving the faculty or staff member's response at SRR or by completing the Vaquero Care Report It form online (www.utrgv.edu/reportit).

2. *Formal Resolution:*

Formal complaints are submitted to SRR utilizing the Vaquero Care Report It form. SRR must notify the student no later than five business days after it receives the complaint that the complaint has been forwarded to the appropriate department chair and director for review and to provide a formal response.

In addressing the student's formal complaint, the department chair or head must solicit information from both the student and employee. The Chair may confer with anyone having information pertinent to the complaint, or may hold a meeting between the student and the employee to resolve the complaint. The chair or department head shall provide a response to the student initiating the complaint within 10 business days after receiving 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 filed no later than 10 business days after receipt of the chair or department head's decision. A decision at the administrative level must be emailed, mailed, or delivered in person to the student no later than 10 business days after receipt of the student's written appeal.

Additional appeals may be pursued through the appropriate lines of authority up to the vice presidential level. The 10 business days applies to each appeal and to each notification of decision as described above. Decisions at the vice presidential level will be final.

G. Relevant Federal and/or State Statute(s), Board of Regents' Rule(s), UTS Policy(ies), and/or Coordinating Board Rule(s)

Not applicable.

H. Dates Reviewed or Amended

May 13, 2022 - Reviewed and amended (non-substantive: updated responsible executive).