

13.02.99.C0.01 Student Complaints Regarding Employees



Revised: September 30, 2024

Next Scheduled Review: September 30, 2029

[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 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.

Procedure

1. GENERAL

- 1.1. Students should try to resolve concerns and/or complaints informally with the employee. Open communication between students and employees is encouraged so that resorting to the formal complaint process is not necessary.
- 1.2. Students found to have intentionally made false or materially misleading allegations under this procedure will be subject to discipline in accordance with the Student Code of Conduct.
- 1.3. Students have protection from retaliatory action based upon the filing of a complaint and/or participation as a witness in a complaint investigation.

- 1.4. 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 discuss the concern/complaint directly with the employee, the student may submit a formal complaint in writing via EthicsPoint (<https://secure.ethicspoint.com/domain/media/en/gui/19681/index.html>). The complaint should be as specific as possible.

2. DEPARTMENT- OR UNIT-LEVEL COMPLAINTS

- 2.1. Complaints against employees at or below the department chair/supervisor level will be treated as department/unit-level complaints.
- 2.2. The Chief Ethics & Compliance Officer (CECO) or Employee Development & Compliance Services (EDCS) will forward the EthicsPoint complaint to the appropriate department chair or direct supervisor. Complaints against the department chair/supervisor will be forwarded to the next level supervisor (dean/director of the respective academic unit for faculty complaints).
- 2.3. The complaint should be submitted within seven (7) business days of the alleged conduct unless there is good cause shown for the delay.
- 2.4. The department chair/supervisor or dean/director will review the complaint, consult with their supervisor as appropriate, and draft a resolution within fifteen (15) business days.
- 2.5. The department chair/supervisor or dean/director will forward a summary of the complaint and the drafted resolution to the CECO or EDCS for review. Once the CECO or EDCS completes the review, the department chair/supervisor or dean/director will be notified to send the final resolution to the parties and copy the CECO or EDCS for record-keeping.

3. DEPARTMENT- OR UNIT-LEVEL APPEALS

- 3.1. If the student believes the matter is not satisfactorily resolved at the department or unit level, the student may file an appeal indicating their dissatisfaction with the resolution by contacting CECO or EDCS.
- 3.2. The appeal should be as specific as possible and should be filed within seven (7) business days of the communication of the unsatisfactory resolution by the department chair/supervisor or dean/director unless there is good cause shown for delay.

- 3.3. Within five (5) business days of receipt, the CECO or EDCS will forward the appeal to the appropriate vice president for investigation and resolution as outlined in section 5 of this procedure. The CECO or EDCS will send notice that an appeal has been filed to the employee, the department chair/supervisor, and academic unit dean/director (for complaints against faculty).

4. UNIVERSITY-LEVEL COMPLAINTS

- 4.1. Complaints against administrators (e.g., directors, academic unit deans/directors, and assistant/associate vice presidents) 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 for investigation and resolution as outlined in section 5 of this procedure.
- 4.2. Complaints submitted against the President/CEO, a vice president, and/or another direct report to the President/CEO will be managed by the Texas A&M University System Ethics & Compliance Office.

5. COMPLAINT INVESTIGATION AND CONCLUSION

5.1. Complaint Investigation

- 5.1.1. The vice president of the respondent employee's division is the designated authority for the investigation and resolution of complaints/appeals under this procedure. The Provost and Vice President for Academic Affairs (Provost) is the designated authority for complaints against academic unit deans/directors.
- 5.1.2. Investigations are used to address complaints/appeals, allegations of employee misconduct, significant failure to meet performance standards, and violations of Texas A&M University System policies/regulations or university rules/procedures.
- 5.1.3. The appropriate vice president may delegate responsibility for conducting the investigation to EDCS or another designee.
- 5.1.4. 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.
- 5.1.5. Upon concluding the investigation, the investigator(s) will 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.

5.1.6. Normally, the investigation and written report will be completed within fifteen (15) business days of the date the complaint/appeal was filed. However, the vice president may approve extensions as appropriate. The student (complainant), employee (respondent), department chair/supervisor, unit dean/director (if applicable), and Vice President for Student Engagement & Success will be informed of any extensions.

5.2. Final Decision

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.

6. TRAINING, EDUCATION, & INFORMATION

Information regarding this procedure will be provided by EDCS for use 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.

7. MONITORING & COMPLIANCE REVIEW

7.1. In coordination with the CECO, EDCS will monitor the implementation of this procedure on an annual basis. Information the number and type of complaints received, timeframes for assessments and actions, complaint decisions/outcomes, and other information will be provided quarterly.

7.2. 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](#)

Contact Office

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