

## UHD Procedures for Handling Complaints

The University of Houston-Downtown values student and public input and strives to work quickly and effectively to resolve student complaints. UHD's conviction is that the best outcome will be achieved when conflict is resolved as near as possible to the level at which it has occurred.

Except where covered by existing UHD policies, complaints made by a student or the public shall be handled as follows:

- When action is being sought, the complainant should be referred to the appropriate position within the organizational chart. When the complaint is against an administrative office, it begins with the director or supervisor of that office and proceeds, if necessary, to the next level supervisor until it reaches the appropriate Vice President. When the complaint is academic in nature, it should begin with the appropriate academic department; proceed to the college, then to the Vice President for Academic Affairs and Provost.
- If a complaint escalates beyond the director of a department or a department chair, the next person hearing the complaint should require the student to make the complaint in writing.
- Once a written complaint is received, a reply in acknowledgement of the complaint should be sent to the complainant within five working days. The reply should outline what steps will be taken to investigate the complaint and when the student should expect an answer.
- Unless timeliness of the issue warrants a speedier action, a reply should be made to the complainant within ten working days from receipt of the written complaint. The reply should include any further options and instructions for further appeal.