Department of Teacher Education

East Texas Baptist University

Formal Student Complaint Form

**Student Complaint Policy**

It is the policy of the Department of Teacher Education at East Texas Baptist University to provide a student complaint process which includes maintaining a record of the formal written complaints received. The Department of Teacher Education encourages the resolution of student complaints through timely communication as close as possible to the point of origin. Students having a complaint concerning courses and/or programs offered by the Department of Teacher Education should direct their questions to the professor directly responsible for teaching the course or to the Department Chair is the concern is programs related.

When the concern is course or program related and the student is not satisfied with the outcome of the informal process, then a formal written complaint should be filed. Students wishing to file a formal complaint concerning programs / courses offered by the Department of Teacher Education should complete the form below and submit it to the office of the Chair of the Department of Teacher Education. The office will maintain a record of all formal written student complaints.

**Procedure**

It is the goal of the Department of Teacher Education is to adequately address all student complaints in an acceptable manner that avoids a formal grievance process. Should this goal not be met, the following procedures will apply.

1. A formal written complaint may be filed by submitting a completed Formal Student Complaint Form to the Chair of the Department of Teacher Education. The form should be completed in its entirety including a description of the complaint, the date(s) on which the problem became evident, and a description of the desired outcome.
2. If the matter is a course concern, the Department Chair’s Office will set up a meeting between the student and the professor involved within ten (10) working days to try to resolve the concern. Should the concern be program related, the Department Chair will arrange for a meeting with the student and the faculty member whose responsibilities include that part of the program or it may be that the meeting will consist of the Department Chair and the student. In all cases the Departmental Secretary will be present to keep accurate minutes of the meeting.
3. A copy of the form submitted by the student and the outcome of the meeting with the Department Chair will be sent to the office of Academic Affairs.
4. The office of Academic Affairs will send a written acknowledgement of the receipt of the complaint to the student via University-provided email within three working days of receipt.
5. If the matter has still not been resolved to the students liking, the Vice President for Academic Affairs (VPAA) may meet with all involved to try to come to an agreeable conclusion or it may assign a special committee or a standing university committee to rule on the complaint. The VPAA will present a ruling on the complaint within 30 calendar days of receipt of the complaint. The VPAA will inform, the student making the complaint, and the Chair of the Department of Teacher Education, in writing (may be via email) of the committee’s decision.
6. If the student is not satisfied with the decision the student may appeal the decision of the committee to the President. Such appeals must be presented to the President, in writing, within three working days of the initial ruling. A ruling on the appeal will be made within 10 calendar days of the filing of the appeal. Rulings made at this level are final. The results of such an appeal will be sent in writing (may be via email) to the student making the appeal, the Academic Vice President, the Chair of the Department of Teacher Education.

It is the goal of East Texas Baptist University to adequately address all student complaints in an acceptable manner that avoids a formal grievance process. Should this goal not be met and the issue cannot be resolved internally through the Student Complaint process, a student may file a complaint with the Texas Higher Education Coordinating Board and/ or the Texas Education Agency.

**The appropriate form is on the following page.**

Department of Teacher Education of Teacher Education

East Texas Baptist University

Formal Student Complaint Form

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Complete legal name of student filing complaint Today’s date

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Signature of student filing complaint Student’s Phone

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Student’s Mailing Address Student’s E-mail Address

**Description of Complaint** (date, place, time, details): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Attempts made to resolve as an informal complaint:

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Statement of desired outcome:

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**For Administrative Use Only**

Date received in the Dean’s Office \_\_\_\_\_\_\_\_Date Sent to the Academic Vice President \_\_\_\_\_\_\_

Report of final action taken: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Signature of Academic Vice President or Dean of the Department of Teacher Education of Teacher Education Date response sent to students