

THE UNIVERSITY OF TEXAS AT DALLAS COMPLAINT PROCEDURES

Any complaint against a unit of UTD received at the System level and forwarded to the President's Office is handled as expeditiously as possible. The complaint is reviewed and forwarded to the appropriate office for handling. Complaints from staff are forwarded to the Assistant VP responsible for the Department of Human Resources; those from faculty to the Assistant Provost; and those from students to the Assistant VP responsible for Student Affairs. If complaints not specific to these particular offices are received, they are referred to an appropriate office for review with facts and recommendations sent back to the President's Office.

Each of the offices charged with reviewing complaints against UTD follow published University procedures. These procedures can be found in the Handbook of Operating Procedures, Administrative Policies and Procedures, University catalogs, UT System policies, etc. They are also available from the main University web page.

Once established procedures have been followed, appropriate individuals interviewed, etc., a letter is sent to the complainant, with copies to UT System and the President's Office.

All correspondence is retained according to established UTD records retention schedules.