

# ***Student Complaint Policy***

---

## **POLICY ON WRITTEN STUDENT COMPLAINTS**

Texas Wesleyan University recognizes the value of information provided by students about the performance of the University in providing the services and meeting the goals which our mission describes. It is University policy to invite feedback, and, whenever possible, to use that feedback to continue to improve the services and functions of the University.

Ideally, students will be able to resolve any problems by dealing directly with the individual (such as a faculty or staff member) or office (such as a student service or administrative office) involved. Students should also read the current Texas Wesleyan University *Catalog* and *Student Handbook* to become familiar with University policies. These policies include but are not limited to:

- Academic integrity
- Grade appeal
- Harassment and discrimination
- Student access to records

If a student is unable to reach a satisfactory resolution and wishes to pursue the matter further, or if a student wishes to register a formal complaint, a written complaint may be addressed to the Office of the Provost, following the process outlined here:

Written complaints should contain the following information:

- The complainant's name and contact information;
- a clear description of the problem or complaint;
- appropriate supporting documentation that is directly related to the complaint;
- a description of any subsequent actions taken by the complainant or the University, and;
- a description of the desired outcome.

Students may access the policy and a Written Student Complaint form on the University website ([txwes.edu/studentcomplaint](http://txwes.edu/studentcomplaint)).

All written complaints received and copies of any responses will be kept on file in the Office of the Provost. Complaints which are unsigned or are not received in written format (e.g. complaints received by phone or in person) will not be considered.

The Provost will respond to each complaint within 15 business days of receipt. If no other action was requested, the response will acknowledge receipt of the complaint. If further action is requested, the response will describe the actions to be initiated by Office of the Provost and any further information from the complainant that may be required.

### **Grade Complaints**

Written complaints about grades will not be addressed by the Office of the Provost unless the student has already discussed the grade with the course instructor, the department or division head (if any), and the appropriate Dean, respectively. Appropriate documentation would include copies of the student's coursework, the course syllabus, and any other materials related to specific assignments (such as handouts or correspondence with the

instructor). Please, see the Grade Appeal Process in the *Undergraduate Catalog*.

### **Non-Academic Complaints**

Written complaints about administrative or other student services should be directed initially to the appropriate office but may be submitted to the Office of the Provost if satisfactory resolution is not achieved. Appropriate documentation would include copies of any relevant contracts, notices, or other official or informal correspondence with the office or other University personnel.

### **TEXAS HIGHER EDUCATION COORDINATING BOARD (THECB)**

After exhausting the institution's grievance/complaint process as outlined above, current, former, and prospective students may initiate a complaint with the Texas Higher Education Coordinating Board (THECB) following the process outlined on the THECB website at <http://www.thecb.state.tx.us> under "student complaints."

### **STUDENTS ENROLLED IN DISTANCE EDUCATION COURSES AND PROGRAMS**

If an issue cannot be resolved internally at Texas Wesleyan, following the process above, a complaint can be filed with the appropriate [agency in your state or territory of residence](#).

### **SOUTHERN ASSOCIATION OF COLLEGES AND SCHOOLS COMMISSION ON COLLEGES**

Texas Wesleyan University is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award baccalaureate, master's and doctoral level degrees. The Commission is to be contacted only if there is evidence that appears to support an institution's significant non-compliance with a requirement or standard. All other inquiries or complaints should be directed as outlined above. The Complaint Policy of the Commission on Colleges is available at <http://www.sacscoc.org/pdf/081705/complaintpolicy.pdf>.

The Commission may be contacted at 1866 Southern Lane, Decatur, Georgia 30033-4097, telephone 404/679-4500, and at <http://www.sacscoc.org/>.

### **CAMPUS HOTLINE**

Texas Wesleyan University provides a third-party campus hotline that all University constituents may use to report concerns. The third-party provider may be reached by calling 866/943-5787.