

Complaint Log

Policy Owner Office Institutional Research

Responsible Office(s) Office of Institutional Research

Policy

Each office or department is responsible for maintaining records of written complaints against the University.

1. The complaint log must include:
 - The date and manner in which the complaint was received
 - The original complaint
 - Action(s) taken to resolve the complaint
 - Or
 - Justification(s) for dismissing the complaint
 - Response(s) to the complainant
 - Date and manner of response signifying the resolution of the complaint
2. The office or department which receives the complaint is responsible for logging the complaint through its resolution, even if other offices or departments are responsible for the final resolution.
3. Complaints and complaint logs are to be kept strictly confidential. Complaints and complaint logs are not to be connected to any other records, databases, or tools which could associate or extract complaint information. Complaints and complaint logs should only be shared with other University personnel to:
 - To bring complaints to appropriate resolution
 - Audit or report records to appropriate University administrators. **FERPA and HIPAA regulations, as applicable, must be followed at all times.**
4. The Office for Institutional Research, Assessment, and Effectiveness is responsible for maintaining a master copy of all complaint logs. Departments and offices should submit their completed complaint logs to the Office for Institutional Research, Assessment, and Effectiveness at the beginning of each academic term.

Version History

Sun, 08/13/2023 - 21:41