

STUDENT COMPLAINT RESOLUTION PROCEDURE MATRIX  
DEPARTMENT OF READING AND ELEMENTARY EDUCATION UNC CHARLOTTE

STAGE	PROCEDURE	ACTION	RESULT	REACTION
1	1. STUDENT CONTACTS PROFESSOR BY PHONE OR EMAIL	1. PROFESSOR CONSULTS WITH STUDENT WITHIN 2 BUSINESS DAYS	1. COMPLAINT RESOLVED	1. NO FORMAL RECORD REQUIRED
2		2. NO RESPONSE BY PROFESSOR	2. STUDENT ASKS DEPT. SECRETARY TO CONTACT PROFESSOR	2. DEPT. SECRETARY CONTACTS PROFESSOR AND DOCUMENTS DATE AND TIME
3		3. PROFESSOR CONSULTS WITH STUDENT WITHIN ONE BUSINESS DAY	3. COMPLAINT RESOLVED	3. STUDENT INFORMS DEPT. SECRETARY OF COMPLAINT RESOLUTION
4			4. COMPLAINT NOT RESLOVED	4. STUDENT COMPLETES FORM AND SUBMITS TO DEPT. CHAIR
5	5. DEPT. CHAIR CONTACTS PROFESSOR TO DISCUSS RESOLUTION OF THE COMPLAINT NO RECORD REQUIRED	5. PROFESSOR AND STUDENT CONSULT AGAIN ABOUT COMPLAINT	5. COMPLAINT RESOLVED	5. STUDENT INDICATES RESLOUTION ON COMPLAINT FORM
6			6. COMPLAINT NOT RESOLVED	6. STUDENT INFORMS DEPT. CHAIR OF NON-RESOLUTION AND REQUESTS ASSISTANCE FROM DEPT. CHAIR. REQUEST DOCUMENTED ON COMPLAINT FORM

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STAGE	PROCEDURE	ACTION	RESULT	REACTION
7	7. DEPT. CHAIR DECIDES APPROPRIATE ACTION AND DOCUMENTS PROCESS	7. DEPT. CHAIR'S ACTION COMPLETED	7. COMPLAINT RESOLVED	7. RESOLUTION DOCUMENTED ON COMPLAINT FORM
8			8. COMPLAINT NOT RESOLVED	8. COMPLAINT PROCEDURE AND NON-RESOLUTION DOCUMENTED ON COMPLAINT FORM .
9	9. DEPT. CHAIR PURSUES APPROPRIATE COLLEGE LEVEL ACTION WITH COLLEGE-REQUIRED DOCUMENTATION	9. DEPT. CHAIR INFROMS STUDENT AND PROFESSOR OF DOCUMENTED ON COMPLAINT FORM	9. COMPLAINT RESOLVED USING COLLEGE LEVEL	9. RESOLUTION DOCUMENTED BY DEP. CHAR WITH COPIES TO