STUDENT COMPLAINT RESOLUTION DOCUMENTATION
DEPARTMENT OF READING AND ELEMENTARY EDUCATION
THE UNIVERSITY OF NORTH CAROLINA AT CHARLOTTE

This Complaint Resolution documentation serves as a record of attention to a student's request for response from a faculty member.

Student Name: _____ ID # _____ Start Date of Documentation: _____

1. Did the student request consultation with the faculty member? (Stage 1)
   ( ) Yes -- Date: _____
   ( ) No (If "no," the student should make contact with the faculty member by email, phone or in person.)

2. Did the student request assistance from the Department's Administrative Assistant in contacting the faculty member? (Stage 2)
   ( ) Yes -- Date: _____
   ( ) No

3. Did the student have communication with the faculty member following Department Secretary contact? (Stage 3)
   ( ) Yes -- Date: _____
   ( ) No

4. Was the complaint resolved? (Stage 4)
   ( ) Yes -- Date: _____
   ( ) No

5. If the complaint was not resolved, the student should write a detailed description of the complaint on the lines below and submit the written complaint to the Department Chair.
   _____
   _____
   _____
   _____
   _____
   _____
   _____
   Date: _____

6. Department Chair contacts faculty member and discusses resolution of complaint. (Stage 5)
   Date: _____

7. Was complaint resolved?
   ( ) Yes -- Date: _____
   ( ) No

8. If complaint was not resolved, student discusses non-resolution with Department Chair and requests assistance. (Stage 6)
   ( ) Yes -- Date: _____
   ( ) No

9. Department Chair decides appropriate action and documents the process. (Stage 7)

10. Was complaint resolved?
    ( ) Yes -- Date: _____
    ( ) No

11. If the complaint was not resolved, Department Chair documents reason for non-resolution below. (Stage 8)
    _____
    _____
    _____
    _____
    _____

12. Department Chair pursues appropriate college-level action with college-level documentation. (Stage 9)
    Department Chair informs the student and faculty member of this action.