Student Complaint Resolution Procedure Matrix
Department of Reading and Elementary Education UNC Charlotte

Legend:
P: Procedure
A: Action
R: Result
RE: Reaction

P1. Student contacts professor by phone or email

R2. Student asks Dept. Secretary to contact professor

A2. No response by professor

A1. Professor consults with student within two business days

R1 Complaint resolved

RE1. No formal record required

A3. Professor consults with student within one business day

A5. Professor and student consult again about complaint

P5. Dept. Chair contacts professor to discuss resolution of complaint; no record required

A6. Student informs Dept. Chair on non-resolution and requests assistance from Dept. Chair to resolve complaint. Request documented on complaint form.

P7.

RE2. Dept. Secretary contacts professor and documents date and time

RE3. Student informs Dept. Secretary of complaint resolution

R4. Complaint not resolved

R3 Complaint resolved

RE5. Student indicates resolution on complaint form

R5. Complaint resolved

RE6. Student informs Dept. Chair on non-resolution and requests assistance from Dept. Chair to resolve complaint. Request documented on complaint form.

R6. Complaint not resolved

Result

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P7. Dept. Chair decides appropriate action and documents process

A7. Dept. Chair’s action completed

RE6. Results

R8 Not Resolved

RE8. Complaint procedure and non-resolution documented on complaint form.

P9. Dept. Chair pursues resolution at appropriate college level with college-required documentation

A9. Dept Chair informs student and professor of college procedure documented on complaint form

RE9. Resolution documented by Dept. Chair with copies to student and professor

R9. Complaint resolved using college level procedures

Completed