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

A1. Professor consults with student within two business days
   - R1. Complaint resolved
     - RE1. No formal record required
   - R2. Student asks Dept. Secretary to contact professor
     - RE2. Dept. Secretary contacts professor and documents date and time
   - A2. No response by professor
     - R4. Complaint not resolved
       - RE4. Student completes complaint form and submits to Dept. Chair
   - R3. Complaint resolved
     - RE3. Student informs Dept. Secretary of complaint resolution
     - A3. Professor consults with student within one business day
       - R5. Dept. Chair contacts professor to discuss resolution of complaint; no record required
     - A5. Professor and student consult again about complaint
       - 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
   - R7.

A3.

R1.

A1.

A2.

P7.
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P7. Dept. Chair decides appropriate action and documents process

A7. Dept. Chair’s action completed

R8 Not Resolved

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

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

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

R9. Complaint resolved using college level procedures

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

Completed