

## Student Complaint Handling Procedure

It is COEHD procedure to attempt to handle student concerns related to the conduct of instruction informally by encouraging students to discuss the issue with the instructor and then with the department chair to resolve the concern. Students cannot informally appeal to the Dean's office for consideration should they be unsatisfied with the outcome of previous efforts. The Dean's office can only consider formal complaints. Should the informal mechanism for dealing with student complaints be unsatisfactory to the student for any reason, including aversion to the informal mechanism, the student always has the prerogative to initiate a formal complaint using the regular University mechanism for doing so, which is available online on the COEHD homepage and on all other University webpages. See [studentaffairs.tamucc.edu/grievances](http://studentaffairs.tamucc.edu/grievances)

Faculty are encouraged to communicate this process to their students in advance of determining there is some concern which needs to be addressed.