



DR. FLAVIUS C. KILLEBREW
PRESIDENT/CEO

6300 OCEAN DRIVE, UNIT 5756
CORPUS CHRISTI, TEXAS 78412-5756
O 361.825.2621 • F 361.825.5810

September 6, 2011

MEMORANDUM

TO: President's Cabinet, Complaint Resolution Team, Dean's Council, Academic and Administrative Department Chairs

SUBJECT: Complaint Resolution Service

A reminder memorandum on use of the Complaint Resolution Service is being sent to the campus at the beginning of each semester (see attached). As a reminder to those charged with facilitating complaint handling, the steps for handling complaints received via the website and those which are made to individuals are outlined below.

When a complaint is received via the website, Rosie Ruiz and/or Sam Ramirez will determine if it is an issue for the Complaint Resolution Service or if it is covered under a different procedure and will assign it for response and resolution accordingly.

In general, service complaints will be sent to the appropriate supervisor and copied to the appropriate vice president. Complaints involving multiple areas will be assigned to the Chief of Staff.

The following individuals may be consulted (and their supervisors copied) to determine the appropriate process and assignment for an item.

- Academic Complaints – Associate Vice President for Academic Affairs (Dave Billeaux) [Chris Markwood]
- EEO and Employee Relations Complaints – director of Equal Opportunity and Employee Relations (Sam Ramirez) [Kathy Funk-Baxter]
- Student Conduct Complaints – Assistant Dean of Students (Angela Walker) [Eliot Chenaux]
- Complaints Involving Athletes or Athletics* – Compliance Officer (Vacant) [Interim Athletic Director, Scott Lazenby]

*Note: Title IX sexual misconduct complaints are handled by EEO.

The process will work as follows for complaints received via the website.

- Rosie Ruiz receives the complaint form via e-mail.
- Rosie will send an acknowledgement to the person making a complaint.
- Rosie will log in the complaint, give it a tracking number, assign it to the appropriate individual and e-mail the responder and the responder's supervisor within 24 hours of receipt. She will include the complaint and the Complaint Resolution Response form (see attached), which the responder will use to document the resolution.
- The individual assigned to deal with the complaint will follow up.
- Every effort should be made to resolve complaints promptly, and the complainant should be kept informed of progress if resolution does not occur promptly.

MEMORANDUM

September 6, 2011

Page 2

- If Rosie has not been informed of resolution within two weeks, she will prompt the responder.
- When the complaint is resolved, the responder will write a brief synopsis of the resolution on the Complaint Resolution Response form and return it to Rosie for entry in the system and copy the appropriate supervisor.

The process will work as follows for written or e-mail complaints received by individuals.

- The individual who receives the complaint will send an acknowledgement to the person making a complaint within 24 hours of receipt.
- If you receive a complaint and are unsure who should handle it, contact Rosie. Otherwise, the individual who receives the complaint will fill out the attached Non-web Complaint Resolution Form (which shows it did not originate from the website), and send it to the appropriate supervisor to make them aware of the complaint, and copy Rosie and Sam for entry into the tracking system.
- Every effort should be made to resolve complaints promptly, and the complainant should be kept informed of progress if resolution does not occur promptly.
- When the complaint is resolved, the individual will write a brief synopsis of the resolution and return it to Rosie for entry in the system (see attached Complaint Resolution Response form) and copy the appropriate supervisor.
- If a complaint is received in writing or by e-mail, the standard is to use the complaint resolution system. For verbal complaints, the person responding should use his/her judgment regarding whether it is a complaint that needs to be tracked. If in doubt, err on the side of inclusion.

The database kept by Rosie Ruiz will contain the following information:

- Tracking number
- Date complaint entered
- Type of complaint
- Brief narrative of complaint
- Person assigned to handle complaint
- Person(s) cc'ed on complaint
- Anticipated resolution date [use as tickler to follow-up]
- Resolution date
- Brief narrative of resolution to include: issues raised, identity of persons and/or policies/decisions/courses complained about, the remedy sought, the action taken or proposed, and a statement of reasons for that action.

Sincerely,



Flavius C. Killebrew
President/CEO

/mea