

## **TEP Policy for Handling Student Complaints**

**Excerpt from Unit Assessment System (3/30/2011), p. 4**

### *Complaints, Compliments, and Suggestions Procedure*

Students and candidates are able to submit formal written complaints to the Department Chair using a form available in the Education Department Office. Before submission, students are encouraged to discuss any problems with the individual faculty or staff member involved, but if a result satisfactory to the student is not obtained, the student is supported in submission of a formal written complaint and suggested solutions to the Department Chair, who resolves the complaint as appropriate. Any follow-up needed to bring closure to the matter is pursued and included on the closed complaint form.

Every effort is made to address candidates' concerns and/or build on candidates' suggestions for program improvement. To that end, general compliment and suggestion forms are located in the main hallway. Students are able to complete these forms and submit them to a locked box which can only be accessed by the Department Chair.

Summaries of student issues and concerns are discussed with department members, the TEC, and the CITE team as needed for the purpose of improving unit operations.