

## **Formal Complaint Process**

The process for a complaint is as follows:

- Student concerns or questions are first directed to the appropriate faculty member.
- If the issue remains unresolved, the Concentration Coordinator, the Program Director, the Executive Associate Dean for Academic Affairs, and the College Dean are consulted in progressive fashion.
- A complaint is regarded as a formal complaint if unresolved at the Program Director level, and the College of Nursing Student Complaint Form is submitted to the Executive Associate Dean for Academic Affairs.
- The formal complaint must include the following: 1) complainant's name, title, and phone number; 2) detailed description of the complaint, including date and circumstances, if applicable; 3) names of all persons involved in the complaint; and 4) any proposed/ recommended solutions to the issue.
- The complaint must be submitted via official UT email
- The official complaint form can be found in the Academic Resources box on the Current Students page of the College of Nursing website.