

TAMUK CSDO PROGRAM COMPLAINT POLICY

Complainants are expected to file complaints at the appropriate level so that all due process procedures may be followed.

Students should take issues regarding grades and class policies to the course instructor/clinical educator first so that she or he can have the opportunity to rectify the situation or to provide an explanation or rationale. If the student is not satisfied after talking with the course instructor/clinical educator, the student may appeal to the next higher level within the administrative structure. For academic issues that would be the Graduate Program Coordinator, and for clinic issues that would be the Clinic Director. If the student is still not satisfied, the student may appeal to the Department Chair. If the issue continues to be unresolved, the student may file a formal grievance with the department. If the student is not satisfied with the outcome of the grievance process, the student may file a formal grievance with Dean of the College of Arts and Sciences. Information on the formal grievance policy can be found on the TAMUK website. The Dean and the Provost are final levels of appeal at TAMUK.

<http://www.tamuk.edu/compliance/grievance.html>

A complaint concerning an off-campus externship supervisor should begin with that supervisor. Again, this is to give the externship supervisor the opportunity to rectify the situation or to provide an explanation or rationale. If you still have a concern after the discussion then you should direct your complaint to your Externship Coordinator, and barring satisfaction at that level, to the Graduate Program Coordinator and/or Department Chair of CSDO.

Other non-grade related complaints or suggestions should be directed to the CSDO Program Director.

Refer to the TAMUK Student Handbook for Student Grievance Procedures.

http://www.tamuk.edu/dean/dean_files/studenthandbook.pdf

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