The University Of
T A M P A

Student Complaint Policy
Version: 4.0
Effective Date: 01/23/2018

Policy Summary:
The complaint policy ensures that the University responds to written student complaints in a timely and systematic manner, addressing concerns in an appropriate manner.

Applicability/Eligibility:	**Exceptions:**
This policy is specifically for written student complaints.	None

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Policy Administration:

Mandating Authority:
(Check all that apply)

☐ Federal Law   ☒ State Law or Regulation

☒ University President ☒ Accrediting Body

☐ Other: (specify)

UT reports annually on this policy to the Florida Department of Education and to the SACSCOC in its fifth and tenth year Compliance Audits.

The State of Florida requires that a policy is in place.

The Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) requires that "the institution has adequate procedures for addressing written student complaints and is responsible for demonstrating that it follows those procedures when resolving student complaints".

The Florida State Authorization Reciprocity Agreements Council (FL-SARA Council) is the appellate body for addressing written student complaints regarding interstate distance education in SARA states.

Responsible Office/Dept/Committee(s):

Name	Campus Address	Phone Number
Senior Staff (All)		

Responsible Executive(s):

Name	Title	Phone Number
Senior Staff (All)		

Policy Management:
Policy History:

Date	Version	Reason for Change
06/27/1995	1.0	Initial policy approved
08/28/2007	2.0	Policy addendum added
12/08/2015	3.0	Policy update
01/23/2018	4.0	Policy updated to include NC-SARA

Policy Approvals and Reviews:

Date	Organizational Group
06/27/1995	Senior Staff
08/28/2007	Senior Staff
12/08/2015	Senior Staff
01/23/2018	Senior Staff

Web Links:
Policy Link: https://www.ut.edu/deanofstudents/policies/ https://www.ut.edu/comments/
http://www.ut.edu/compliance/

Full Policy Text:
Policy
The University of Tampa will respond in a timely and appropriate fashion to written student complaints.

Procedure
Students may submit written complaints for many reasons. The first step in responding, therefore, is to ascertain the appropriate channel for addressing the concern, and communicate that information to the student. This communication may take written or verbal form, based on the nature of the situation. If the communication is verbal, it is recommended that a notation be made to record the date of the communication and the content of the discussion.

At times, complaints require additional investigation on the part of the receiver. In cases when the receiver may need additional time for appropriate follow-up, it is recommended that the receiver communicate to the student, in written or verbal form, the expected time frame for a response.

Other methods of recognizing and responding to student complaints have also been implemented. The University has several student advisory groups, and University leadership meets regularly with Student Government leadership to gain feedback on issues of concern to students. In addition, the University's website offers an online comment card system (www.ut.edu/comments/). These comments are received by the Office of the President and handled by the appropriate senior officer.