

# Institutional Complaints

## Standard Operating Procedure

**Authority:** Chancellor

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### 1. Introduction

The Office of the Chancellor handles the management of formal institutional complaints against East Carolina University (the “University”). The following principles should serve to guide the handling to formal institutional complaints.

### 2. Handling Complaints

The Chancellor’s Chief of Staff is responsible for oversight of the complaints records. When a complaint is received in the Office of the Chancellor, the Chief of Staff or another appropriate administrator within the Chancellor’s Office refers the complaint to the appropriate university administrator. For example, if the topic of the complaint is related to the Division of Health Sciences, then the Chancellor’s Office would request that the Office of the Vice Chancellor for Health Sciences handle the complaint directly and report back to the Office of the Chancellor on the action taken and the end result. Violations of the University’s Freedom of Expression Regulation may be addressed through this process.

An online report is filled out and entered into the University’s reporting system by the Chief of Staff or his/her designee for each complaint received. The online software program will officially record the complaint in the University’s records. The elements of the public complaints report include: date of the complaint, date the complaint was received, name of the complainant, Banner ID (if assigned), address, who the complaint is against, type of complaint, description of the complaint, the office the complaint is referred to, and the follow up action and result as identified by the appropriate office. The software (tracking and recordkeeping) helps to regularly review institutional complaints that are received in a systematic and thorough matter.

### 3. Identifying Trends

The Chief of Staff or his/her designee reviews the complaints records monthly to identify trends and reports findings to the Chancellor.