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Institutional Complaints

Standard Operating Procedure

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Authority: Chancellor

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1. **Introduction**

   The Office of the Chancellor is responsible for the management of formal institutional complaints against East Carolina University (the "University").

2. **Handling Complaints**

   The Chancellor's Chief of Staff is responsible for oversight of the process outlined in this SOP. 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 Student Affairs, then the Chancellor's Office would request that the Office of the Vice Chancellor for Student Affairs handle the complaint directly and report back to the Office of the Chancellor on the action taken and the outcome.

   An online report is completed and recorded in the University's reporting system by the Chief of Staff's 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), contact information (e.g., email address, phone number, mailing address, etc.) 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. Records are reviewed annually and will be retained or destroyed in the system for three years after resolution per the UNC System General Records Retention and Deposition Schedule.

3. **Identifying Trends**

   The Chief of Staff's designee reviews the complaints records monthly to identify trends and reports findings to the Chief of Staff.