

Office of Extended Campus and Online Studies – Student Complaint Procedure

1. Student will provide written complaint to the Center Director
2. Student and Center Director decide the timeline for dealing with the concern.
(Some students make specific requests that the Center Director not talk with the faculty member or staff member until after the semester ends and grades are assigned. Student and Center Director determine if a follow-up meeting is needed.)
3. Director addresses the concern with Executive Director and/or Department Chair as needed.
4. Director addresses the concern with the faculty/staff member. Identity of student(s) is never discussed unless deemed imperative.
5. Center Director provides follow-up with the student.
6. A follow-up meeting is held with faculty/staff member, if needed

Office of Equity and Diversity - Discrimination Complaint Procedure

The University has an Equity and Diversity Officer/Title VI Coordinator responsible for investigating all complaints (harassment, sexual harassment, Title VI, age discrimination, disability discrimination, and employment discrimination based on gender). If you or someone you know believes he/she has been discriminated against, please contact the Equity and Diversity Office at 731-881-3505.

The complaint procedures for the University of Tennessee at Martin are as follows:

- A signed, written complaint must be filed within 180 days of the alleged discriminatory act.
- The Equity and Diversity Officer/Title VI Coordinator will investigate all complaints reported to that office. The complaint must include the name, address, and telephone number of the aggrieved victim (complainant); an explanation of the action or conduct complained of; and, the name of the accused or department responsible for the discriminatory action. The individual or department/unit in which the complaint is made will be notified of the complaint.
- The Equity and Diversity Officer/Title VI Coordinator or investigative committee appointed by the Chancellor will investigate the complaint, which may include the following:
 - Interview the aggrieved person (complainant).
 - Interview the accused individual or unit/department (respondent).
 - Interview witnesses.
 - Take statements from the complainant, respondent, and witnesses.
 - Review documents provided by the complainant, respondent, witnesses, or the department.
- The Equity and Diversity Officer/Title VI Coordinator or investigative committee will make findings of fact and determine if those facts support a charge of discrimination.

Subsequently, the findings, along with a statement detailing the basis for them, will be submitted by the Equity and Diversity Officer /Title VI Coordinator to the Vice Chancellor responsible for overseeing the person or group against whom the original complaint was filed. The complainant and the accused will receive a copy of the findings. Finally, if the findings support the charge of discrimination, the Equity and Diversity Officer/Title VI Coordinator or investigative committee will consult with the appropriate Vice Chancellor or administrator to determine the appropriate response. The accused may appeal the decision in writing to the Chancellor within fifteen (15) days of the date of the decision.

Distance Education complaints – Out of state students

Complaints regarding distance education offered by any University of Tennessee institution to students in other states may also be reported to the UT Vice President for Academic Affairs and Student Success identified above. Alternatively, complaints regarding distance education programs offered to students in other states may be reported through the applicable state's process, if a separate complaint process is listed at the following link: <http://wcet.wiche.edu/advance/state-approval-complaint>

Complaints may also be reported to any accrediting agency which offers accreditation to the University, including:

Southern Association of Colleges and Schools

Commission on Colleges

1866 Southern Lane

Decatur, GA 30033

(404)-679-4500

Tennessee Higher Education Commission

404 James Robertson Parkway Suite 1900

Nashville, TN 37243

(615) 741-3605

Grade Appeals

Complaints regarding grade appeals are referenced at the following link:

<http://www.utm.edu/studenthandbook/Student%20Handbook1112.pdf>