

## *Texas A&M University-San Antonio*

### **32.01.01.O0.01 Complaint and Appeal Procedure for Faculty Members**

Approved: April, 2013

Reviewed: May, 2015

Next Scheduled Review: May, 2020

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#### **Procedure Statement**

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This Procedure supplements System Regulation [32.01.01 \*Complaint and Appeal Procedure for Faculty Members\*](#) and applies to all members of the faculty, including but not limited to persons holding tenure and those on tenure track.

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#### **Official Procedure**

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#### 1. COMPLAINT RESOLUTION

1.1 Informal procedure for handling a complaint. The responsibilities of the grievant and the department chair in informal proceedings are described below.

##### 1.1.1 Grievant

1.1.1.1 The faculty member should present the complaint to his/her department head.

1.1.1.2 If the complaint is not resolved through informal discussion with the department chair, the faculty member may request a meeting with the dean.

##### 1.1.2 Department Chair

1.1.2.1 The department chair is responsible for listening and discussing the complaint with the faculty member, and resolving the complaint.

1.1.2.2 The discussions will be informal for the purpose of settling differences in the simplest and most direct manner.

1.1.2.3 The department chair will reach a decision as soon as possible, but not later than 5 business days from the date the complaint was presented.

1.2 Formal Procedures. The roles of the Dean, the Provost and Vice President for Academic Affairs, and the investigation committee are described below.

## 1.2.1 Dean

1.2.1.1 If the discussion with the department chair did not resolve the complaint, the faculty member may elect to pursue formal procedures by sending a written complaint and a proposed solution to the Dean. The Dean will meet with the faculty member within 5 business days to resolve the grievance after receiving the written complaint.

1.2.1.2 The Dean will notify the complaining faculty member of his or her decision, in writing, within 5 business days following the date of the meeting.

## 1.2.2 Provost and Vice President for Academic Affairs.

1.2.3 The President has delegated to the Provost the responsibility for appointing committees to review faculty grievances covered by this document.

1.2.3.1 If the faculty member believes that the matter is still not resolved, he or she may forward a written complaint to the Provost and Vice President for Academic Affairs not later than 10 working days after the Dean issues a written decision.

1.2.3.2 The Provost will appoint an ad hoc university complaint committee, consisting of at least two members including one tenured or tenure track faculty members. The committee will include a faculty member. The Provost will appoint the chair of the committee.

## 1.2.4 Committee

1.2.4.1 The committee should hear the complaint in a timely manner, commencing no later than 10 business days after the complaint committee has been appointed by the Provost. The committee will provide the Complainant with an opportunity to present his or her grievance.

1.2.4.2 If the complaint is directed toward a particular individual or department, that individual or a representative from the department will be provided with an opportunity to respond to the grievance.

1.2.4.3 The committee may also seek information from other persons related to the case.

1.2.4.4 The committee will provide a written report and recommendations to the Provost within 10 business days after commencing the investigation.

## 1.2.5 Final Decision

1.2.5.1 The Provost will issue a written decision to the Complainant, respondent(s), the department chair, and the Dean, within 5 working days after receiving the recommendation of the committee. The decision of the Provost and Vice President for Academic Affairs will be final.

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## Related Statutes, Policies, or Requirements

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[32.01.01 Complaint and Appeal Procedure for Faculty Members](#)

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## Definitions

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**Full-time faculty member** – is a faculty member who works under a nine or twelve month contract. This includes lecturers, professional track, tenure track, and tenured professors.

**Part-time faculty member** – is a faculty member who works under a semester- long contract but is not under an annual contract.

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## Contact Office

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Academic Affairs, Office of the Provost and Vice President for Academic Affairs (210) 784-1200

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