

## **Grievance Policy**

### **Student Financial Services and Bursar**

The Office of Student Financial Services and the Bursar are committed to providing excellent customer service. The Grievance Policy exists to allow students the ability to address escalating conflicts in a prompt, fair and orderly manner. Outlined on the following pages are the procedures to be used in filing a grievance.

#### **Types of Complaints**

Types of student complaints that may be addressed by Student Financial Services and the Bursar may include, but are not limited to, the following:

- Unreasonable or inequitable decisions concerning financial aid eligibility or tuition account
- Unprofessional treatment by staff personnel

#### **Student Grievance Procedures**

Students should attempt to resolve all conflicts with the appropriate office/person before filing a formal grievance as indicated in the procedures below.

Students with questions about the procedures may contact the Director of Student Financial Services at (713) 500-3860 or the Bursar at (713) 500-3088.

#### **Informal Resolution**

Students should resolve conflicts with the office/person involved in the grievance utilizing a self-established informal resolution process that does not have to be in writing. Students may request that an alternate staff member be present when resolving conflicts. The selected staff member may help with an informal resolution and may offer recommendations to resolve the problem. Every effort will be made to maintain the student's confidentiality.

If an informal resolution is not attained, the student may submit the formal Grievance Form and consult with the director or assistant director in the office where the conflict resides. The student should submit the Grievance Form within 15 calendar days from the date of the informal resolution effort.

#### **Formal Grievance**

If an informal resolution was not achieved and the student wishes to submit a formal grievance, the student should complete the Grievance form and attach any documents relevant to the complaint. In summary, the formal Grievance document should describe the complaint and all consequences and efforts made to resolve the conflict using the informal resolution process.

#### **Review of the Grievance Document**

The AVP of Finance will review the Grievance document within 25 business days from the time of submission. The AVP of Finance may consult with Student Financial Services, the Bursar or the Registrar to make the final decision. If additional information is needed before a decision is reached, the AVP of Finance and/or his designee may request additional documents from the student filing the grievance. Any additional documents requested from the student must be submitted within 7 working days. Failure to provide any information requested will result in termination of the grievance process.

Once the formal grievance has been evaluated and a decision has been made, the AVP of Finance will promptly communicate this decision to the student within 25 business days from the date of the initial formal grievance.



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 UTHealth Northeast  
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 Phone: (713) 500-3860

Bursar  
 7000 Fannin, Suite 2240  
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 Fax (713) 500-3303

## Grievance Form

**COMPLETE ALL SECTIONS: Please complete this form in blue or black ink and print legibly.**

Student Last Name	First Name	Middle Initial	Student ID Number
Street Address (include apt. no.)			Phone Number (include area code)
City	State	Zip Code	Program

### A. Grievance Information

Please indicate the office/department against whom the grievance is being filed:

- Student Financial Services
  Bursar

Briefly describe the grievance, any effort made to resolve the conflict and your reasonable expectation for resolution:

<b>GRIEVANCE:</b>
<b>INFORMAL RESOLUTION EFFORT (include date resolution effort attempted):</b>
<b>REASONABLE EXPECTATION FOR RESOLUTION:</b>

**Please attach any documentation supporting this claim**

This form may not be filed more than 15 calendar days after attempting to resolve the grievance through the informal resolution process. Please return this form to the Office of Student Financial Services or Bursar.

### B. Certification and Signature

Signing below certifies that all of the information reported is complete and correct.

Student Signature	Date
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