



## **Pfeiffer University Public Complaint Policy**

Pfeiffer University recognizes the value of information provided by students, employees, and the general public in assessing the Institution's performance. This process is for the purpose of addressing significant violations of the institution's standards, policies, and procedures and is not a forum for addressing grievances. Pfeiffer has established grievance procedures for students and employees and expects individuals to attempt to resolve grievance issues through procedures established according to the situation.

The Public Complaint Process is noted and should be followed accordingly. In all cases, complaints should first be resolved with the individual or department prior to initiating a formal complaint. Process and procedures are noted below.

### **Procedures for Filing a Complaint**

1. Fill out the Pfeiffer University Complaint form located on the Pfeiffer University website.
2. Email the complaint form to the appropriate area:
  - **Academic Concerns:** Academic Affairs: [tracy.espy@pfeiffer.edu](mailto:tracy.espy@pfeiffer.edu)
  - **Student Issues:** Student Development: [ron.laffitte@pfeiffer.edu](mailto:ron.laffitte@pfeiffer.edu)
  - **Administrative:** Human Resources: [Twyla.kidd@pfeiffer.edu](mailto:Twyla.kidd@pfeiffer.edu)
3. After the formal complaint has been received, each area will have (10) working days from the receipt of the formal written complaint to work with all parties to achieve a solution.
4. If the resolution presented is not agreed to, each area will, within ten (10) working days after receipt of the formal complaint, conduct an investigation of the unresolved complaint.
5. Within twenty (20) working days after receipt of the formal complaint, the appropriate area will inform the individual and all other parties of his/her decision in writing. The following actions may be recommended:
  - Offer a resolution to the complaint.
  - Dismiss the complaint.
  - Take appropriate action.