

Problem Resolution Chain of Communication

In the event that issues arise, students should address through the following chain of communication:

- Academic issues such as academic dishonesty witnessed, or students being disruptive in classes, etc.: Student → Course Director/Instructor → Department Chair/Massage School Director → Vice President of College of Chiropractic and/or College Dean → Associate Provost
- Issues with an exam, exam questions, exam scheduling, etc.:
Student → Class Rep → Course Director/Instructor → Department Chair/Massage School Director/Clinic Director → Vice President of College of Chiropractic and/or College Dean → Associate Provost
- Grade disputes:
Student → Course Director/Instructor → Grade Appeals Form → Department Chair/Massage School Director/Clinic Director → Vice President of College of Chiropractic and/or College Dean → Associate Provost
- Issue with a faculty member:
Student → Course Director/Instructor if possible, otherwise Department Chair/Massage School Director/Clinic Director → Vice President of College of Chiropractic and/or College Dean → Associate Provost
- Issues with academic labs:
Student → Lab Director/Instructor → Course Director/Instructor → Department Chair/Massage School Director → Vice President of College of Chiropractic and/or College Dean → Associate Provost

In the event a student cannot resolve an issue through the Chain of Communication. Students should follow the student complaint procedures outlined in the following section.

Student Complaint Policy

It is the policy of Parker University to provide appropriate services to our students and treat each student fairly and respectfully in the application of University policies and procedures.

Complaint Procedures

It is the desire of the University to provide an education and services of high quality to its students, and to treat them fairly and respectfully in the application of policies and procedures. Should a student have a perceived violation of a policy or procedure, they are encouraged to resolve their concern through the University's Student Complaint process. This process involves an informal resolution process and a formal resolution process.

Informal Resolution Procedure

When a student has a complaint, resolution should be sought through informal communication with the appropriate individual or direct supervisor. The student should arrange a meeting with the person involved with the complaint and/or with the direct supervisor of the person involved. The parties involved should meet and determine if the complaint can be resolved through mutual consent. Such disposition

will be final, and there will be no subsequent proceedings or appeals. If there is no mutual consent, the students should begin the formal resolution process.

Formal Complaint Procedures

A student that wishes to file a formal complaint must complete the Formal Complaint Questionnaire which is available in the Department of Student Affairs and on MyParker within ten (10) business days of the occurrence. The Formal Complaint Questionnaire consists of the following elements:

1. **Complaint** – separately list your complaint(s), with the relevant date(s), and identify the person(s) about whom you are complaining
2. **Evidence** – identify and attach copies of all letters, notes, memos, diaries, calendars, reports, or other documents or items that support your complaint(s)
3. **Witnesses** – identify all individuals who know about the incident(s)
4. **Describe Attempt to Solve as Informal Complaint** – identify steps taken in an attempt to resolve issue with the appropriate individual of direct supervisor
5. **Desired Outcome** – state what actions you feel are appropriate to address the concerns you identified

Once complete, the student must submit the form to the Department of Student Affairs. If the complaint involves a member of the Department of Student Affairs, the form may be submitted to the College Dean or Vice President. The Dean or Vice President will conduct an interview with the student to review the complaint and permit the student to provide additional relevant communication. The Dean or Vice President will conduct an investigation to determine if the complaint has merit and/or can now be resolved administratively by mutual consent. If the complaint has merit, a written recommendation will be made to all the involved parties within five (5) business days.

If either the student or other involved party does not feel that the recommendation is appropriate, they may appeal in writing to the Provost within five (5) business days of receiving the recommendation.

The Provost will conduct an investigation and have a final decision within 10 business days. Should the original complaint involve the Provost, the President will render a final decision.

Unresolved Complaint(s)

If an issue cannot be resolved internally after all avenues for resolution are exhausted, students may file a complaint with the Texas Higher Education Coordinating Board at the following website:

<http://www.theccb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9D>.

The rules governing student complaints also are addressed in Title 19 of the Texas Administrative Code, Section 1.110-1.120 at the following website:

[https://texreg.sos.state.tx.us/public/readtac\\$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_pl oc=&pg=1&p_tac=&ti=19&pt=1&ch=1&rl=116](https://texreg.sos.state.tx.us/public/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_pl oc=&pg=1&p_tac=&ti=19&pt=1&ch=1&rl=116).