

# Institutional Complaints

## Standard Operating Procedure

**Authority:** Chancellor

---

### 1. Introduction

The Office of the Chancellor handles the management of formal institutional complaints against East Carolina University (the “University”). The following principles should serve to guide the handling to formal institutional complaints.

### 2. Handling Complaints

The Chancellor’s Chief of Staff is responsible for oversight of the complaints records. When a complaint is received in the Office of the Chancellor, the Chief of Staff or another appropriate administrator within the Chancellor’s Office refers the complaint to the appropriate university administrator. For example, if the topic of the complaint is related to the Division of Health Sciences, then the Chancellor’s Office would request that the Office of the Vice Chancellor for Health Sciences handle the complaint directly and report back to the Office of the Chancellor on the action taken and the end result.

A public complaints form is filled out by the Chief of Staff or his/her designee for each complaint received. The elements of the public complaints report include: date of the complaint, name of the complainant, Banner ID (if assigned), address, who the complaint is against, type of complaint, description of the complaint, the office the complaint is referred to, and the follow up action and result as identified by the appropriate office. The record is centralized and located in a binder, which is to be kept in a closed cabinet in Spilman 105.

### 3. Identifying Trends

The Chief of Staff or his/her designee reviews the complaints records monthly to identify trends and reports findings to the Chancellor.