UTHealth Houston

Auxiliary Enterprises
1832 West Road Houston, TX 77054
Phone: (713) 500-8400
Fax (713) 500-8409

Auxiliary Enterprises
Mailing Address
PO Box 20036
Houston, TX 77225-0036

Grievance Policy
Auxiliary Services

The staff and leadership of Auxiliary Enterprises are committed to providing excellent customer service across a broad area of service areas, including housing, shuttle, parking, food services, student health and counseling, and the recreation center. The Grievance Policy exists to allow students the ability to address escalating conflicts in a prompt, fair and orderly manner. Outlined below are the procedures to be used in filing a grievance. Auxiliary Enterprises also seeks regular student feedback through its Customer Survey in an effort to continuously improve its services. Student Health and Counseling also seeks regular feedback through its Patient Satisfaction Survey, and includes information in all clinics on making complaints to the Texas Medical Board, which is required by state law.

Types of Complaints

Types of student complaints that may be addressed by Auxiliary Enterprises include, but are not limited to, the following:

- Unreasonable or inequitable decisions concerning services provided
- Unprofessional treatment by staff

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 Assistant to the Vice President of Auxiliary Enterprises at (713) 500-8400.

Informal Resolution

Students should resolve conflicts with the service area involved by 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 using the process outlined below.

Formal Grievance

If an informal resolution was not achieved and the student wishes to submit a formal grievance, the student should complete and submit the Grievance Form within 15 calendar days from the date of the informal resolution effort, 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 Vice President, Auxiliary Enterprises (VPAE) will review the Grievance document within 25 business days from the time of submission. The VPAE may consult with the head of the appropriate service area to make the final decision. If additional information is needed before a decision is reached, the VPAE and/or their 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 VPAE or their designee will promptly communicate this decision to the student within 25 business days from the date of the initial formal grievance.

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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:

- ☐ Housing
- ☐ Shuttle
- ☐ Student Health and Counseling
- ☐ Food Services
- ☐ Recreation Center
- ☐ Parking

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

GRIEVANCE:
INFORMAL RESOLUTION EFFORT (include date resolution effort attempted):
REASONABLE EXPECTATION FOR RESOLUTION:

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 Auxiliary Enterprises.

B. Certification and Signature

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

Student Signature _____ Date _____