

Office of International Services: Grievance Procedure

The Grievance procedure is intended to provide a voice for all students, faculty or staff, and is a method of ensuring equitable and fair treatment to all individuals who are provided a service through the Office of International Services. The Office of International Services promotes a culture of compliance, ethical and professional behavior conducive to supporting the well-being of the international community hosted at U.T. Health San Antonio. International students, faculty and staff are the main priority of the Office of International Services, and we hold our commitment to always ensuring excellent customer support service.

Our Grievance Procedure is established to provide our stakeholders an opportunity to express their dissatisfaction or grievance with any of the services provided by our office and ensures grievances are addressed expeditiously, with sensitivity and consideration of the complainant.

Definition of Grievance

A grievance is any act, or failure to act, that leads to hurt feelings, unfair treatment, cause for undue harassment or discontent with office practices. The grievance may also relate to an attitude, statement or opinion expressed by an OIS staff member.

Types of complaints that may be addressed by the Office of the International Services include, but are not limited to, the following:

- Perceived unreasonable decisions concerning services provided by the Office of International Services
- Improper or unethical treatment demonstrated by a staff member in the Office of International Services

Student Grievance Procedures

International students, faculty and staff should attempt to resolve all conflicts with the appropriate OIS staff member or OIS office before filing a formal grievance as indicated in the procedures below. International students, faculty or staff with questions about the procedures may contact the Office of International Services at (210) 567-6241. It is our intent that your concerns are resolved at this stage. Grievances are kept confidential.

Informal Procedure

Concerns can be resolved in an informal approach such as a meeting with the person who is involved in the conflict. If it is the desire of the complainant to have a supervisor present at an informal meeting, this can be arranged. It is the role of the supervisor to offer resolution to the conflict or to clarify any misunderstandings, while remaining fair and impartial to either party.

An informal meeting request can be made by email, a phone call to the Office of International Services or via a virtual or in-person visit to the office. The request must be made at least ten calendar days from the incident or from the day an unsatisfactory assessment is made about the Office of International Services.

Formal Grievance Procedure

If the international student, faculty or staff feel their concern has not been resolved satisfactorily through informal discussions or follow-up actions, the individual can follow the formal grievance procedure.

A formal grievance should be filed to the Office of International Services within 15 calendar days from the date of the informal resolution efforts. The complainant 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 Procedure

The director of the Office of International Services will review the grievance document within ten business days from the date of submission. To ensure a fair and objective assessment of the grievance, the director of the Office of International Services will consult with a representative from the Office of Student Life to help make the final decision. Once the formal grievance has been evaluated and a decision has been made, the Director of the Office of International Services will promptly communicate the decision within 15 business days from the date of the initial formal grievance.

Appeal Process

If the complainant is dissatisfied with the outcome, an appeal may be filed in writing to the Office of International Services within five business days of having received the response to the formal grievance. The appeal should outline the basis of the appeal and the desired outcome. The director of the Office of International Services will review the appeal along with the Vice President for Academic, Faculty and Student Affairs (VPAFSA) who will decide on the outcome. The appeal decision will be final.

*Any individual may also call the Compliance Hotline at 877-507-7317 in confidence and anonymity.

GRIEVANCE FORM

Complete all sections.

Last Name: _____ First Name: _____ Middle Name: _____

Student ID (if applicable): _____

E-mail address: _____ Phone number (include area code): _____

Name of person against which the complaint is filed (if applicable): _____

Grievance Information

This grievance is for the Office of International Services. 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:

Certification and Signature

I hereby certify that all the information I have provided above is true and complete to the best of my knowledge.

Signature: _____ Date: _____

This form may not be filed more than 15 calendar days after attempt to resolve the grievance through the informal resolution process. Return the signed Grievance Form to the Office of International Services via email at international@uthscsa.edu or at the office at the Dolph Briscoe Library, 3rd Floor, Room 3.056.