

THE UNIVERSITY OF TEXAS AT EL PASO

Guidelines for Response and Resolution of Student Complaints

Sensitive and effective resolution of student complaints is often complex and involves multiple issues and offices. The flow chart below is intended as a heuristic to help guide students to an appropriate point of contact for assistance with their concerns. For detailed policy, see the [UTEP Catalog](#), under the section titled “Student Life Policies and Procedures.” Each office receiving written student complaints or appeals is responsible for maintaining records of those complaints or appeals.

