

**The University of Texas at Arlington
Division of Student Affairs
Movin' Mav Wheelchair Basketball
Grievance/Incident Statement**

The Campus Activities and Community Programs area within the Division of Student Affairs is committed to the highest quality of customer service in all services, events, activities, and learning opportunities sponsored by our area. We welcome all comments and suggestions for improvement.

All non-academic complaints will be handled in a professional and timely manner to insure the best course of action for all parties involved.

In attempting to resolve any grievance/complaint, it is the obligation of the individual first to make a serious effort to resolve the matter with the individual with whom the complaint/grievance originated, the following steps are used to insure efficiency in this process.

1. The individual has five (5) working days in which to complete the attached form detailing the complaint/issue.
2. It is encouraged that, if the problem is with an individual, both parties address the issue in an attempt to settle the situation and develop a working solution.
3. If the complaint is not settled in Step 2, the student must complete a written form within five (5) working days of Step 2.
4. After review of the written statement, the appropriate Supervisor will determine the best course of action for a resolution.
5. The Supervisor/Assistant Vice President of Student Affairs (AVPSA) will make a decision within 10 working days of receiving the written statement. The individual will be contacted by email or phone either to set up a meeting or to inform them of any action/follow-up that will be taken.
6. If the individual is not satisfied with the resolution, an appeal may be made in writing to the Vice-President for Student Affairs.
7. Any further action as to this complaint/grievance will be determined by the Vice President of Student Affairs Office for resolution.

Please call 817-272-3410, if you have questions or need further assistance in the process.