

UHC Complaint Policy

The University of Holy Cross complaint policy has multiple tracks, intended to address the needs of persons who make complaints. Confidentiality is maintained when expressly requested by the complainant. Records of written complaints are maintained and include the complainant’s statement as well as the resolution, when appropriate. Please see the chart below.

Person(s) Making the Complaint	Action Steps	Referral Source and Location	Records Maintained by
Non-faculty Employee	Follow procedures in the Employee Handbook, posted on HR online.	Employee Handbook posted in public folders	Ms. Christine Watts, Human Resources Director, cwatts@uhcno.edu , 504-398-2177
Full-time and Adjunct Faculty	Follow procedures in the Faculty Handbook, Section 2.19, posted on the W Drive.	Faculty Handbook posted on the W Drive	Dr. Roy Salgado, President, Faculty Assembly, rsalgado@uhcno.edu , 398-2169
Student	Direct academic concerns, in sequential order, to the following persons—1) instructor; 2) department chair; 3) dean; 4) provost. The Student Handbook, posted on the website, provides additional information.	Student Handbook is posted on the UHC website at http://uhcno.edu/stulife/docs/UHC_Student_Handbook.pdf .	Judicial matters—Ms. Meredith Reed, Vice President for Student Engagement and Advising, mreed@uhcno.edu , 504-398-2236; All others—Victoria M. Dahmes, Provost and Vice President for Academic Affairs, vdahmes@uhcno.edu , 504-398-2237
Member of the Public (not a student, faculty member or employee)	Address concerns to the Provost and Vice President for Academic Affairs.	Victoria M. Dahmes, Provost and Vice President for Academic Affairs vdahmes@uhcno.edu , 504-398-2237	Dr. Victoria M. Dahmes, Provost and Vice President for Academic Affairs vdahmes@uhcno.edu , 504-398-2237
Open (includes all categories above)	In the event of accreditation-related complaints, refer to the Accreditation page on the UHC website.	http://uhcno.edu/about/accreditation-approval-and-memberships.html	Dr. Victoria M. Dahmes, Provost and Vice President for Academic Affairs vdahmes@uhcno.edu , 504-398-2237