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The University of North Alabama is committed to making a positive impact on its community locally, regionally, and globally. However, it is expected that there may be occasions upon which members of the public feel it is

If the complaint can be resolved with a direct response from the Vice President of Academic Affairs and Provost or by another administrative office, the complaining party will receive a written response within 10 days of the University's receipt of the written complaint. If the University feels an investigation is warranted, the complaining party will be informed of the initiation of an investigation and of the date he/she should receive a report of its outcome. The investigation should be carried out by the senior administrator of the office/department from which the complaint arose and should conclude within 30 days of the formal complaint. It is the responsibility of the office/department investigating the complaint to report the final resolution to the Office of the Vice President for Academic Affairs and Provost once the review process has been completed.

Following the investigation process outlined above, the Vice President for Academic Affairs and Provost will provide a written response to the complaining party that will address the appropriate action(s) taken by the University. Once this response has been sent to the complaining party, the matter will be considered closed.

A complaining party may withdraw his/her complaint at any time during the above-outlined process by contacting the Office of the Vice President for Academic Affairs and Pr