message received from his or her UNA email account) are acceptable.

Upon receipt of a formal complaint, the Vice President to whom the complaint was submitted will 1) will respond to acknowledge receipt of the complaint and to inform the complainant on the next steps, 2) forward the matter to the proper university office for a response, or 3) initiate an investigation as outlined in the following paragraph.

If the complaint can be resolved with a direct response from the appropriate Vice President or by another administrative office, the complaining party will receive a written response within 10 business days of the receipt of the written complaint. If the Vice President believes an investigation is warranted, the complaining party will be informed of the initiation of an investigation, the name of the investigating party, and of the date they 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, unless that individual is named in the complaint, and should conclude within 30 business days of the formal complaint, unless extenuating circumstances occur. Once the investigation has been completed, it is the responsibility of the office/ department investigating the complaint to

Tracking of student complaints helps the University identify any serious or systemic problems affecting the quality of the student life and assists in identifying patterns of conduct that raise a -curricular programs, and to

comply with obligations imposed by federal regulations for receiving, responding to and tracking student complaints.

The information tracked will be made available to regulatory agencies and accrediting bodies, including the Southern Association of Colleges and Schools Commission on Colleges, as required in accordance with applicable laws, regulations and policies.