

UAM OPERATING PROCEDURE 255.1

RE: Formal Complaint Repository

February 18, 2022

Once an individual files a formal complaint against the University of Arkansas at Monticello, complaints will be entered by each designated campus/division staff member in the Maxient software system. The form in Maxient will include the date, nature of complaint, office that handled the complaint, and the resolution.

The University of Arkansas at Monticello defines a formal complaint as a complaint that:

- a. is in writing and signed,
- b. has gone through existing structures for the resolution of informal complaints, as defined in the handbooks for faculty, staff and students,
- c. is recorded by a vice chancellor's office.