



A PROMISE. A FUTURE.

Title of Policy: Complaint Reporting Policy
Policy No. 1.1001
Type of Policy: Administrative
Effective Date: October 1, 2020
Last Revised: September 8, 2011
Policy Owner: Office of the President
Policy Contact: Human Resources

I. Reason for Policy

The purpose of the Complaint Reporting Policy is to establish a reporting process for handling complaints against Florida Memorial University (FMU).

II. Policy Statement

A record of all reported incidents made against the University, its employees, officers and affiliates shall be maintained in the Office of the President or designee and made available to authorized persons. All complaints that are received in any office at the University shall be addressed and resolved promptly, according to the policies and procedures developed by the University for that office. A record of each complaint shall be sent to the Office of the President or designee at the end of each academic year.

III. Scope

This Policy addresses reporting of all reported incidents alleging violations of University policies and procedures, federal, state and local laws, and applicable regulations.

IV. Definitions

Table with 2 columns: Term, Definition. Row 1: Complaint, A complaint is an expression of dissatisfaction or concern related to violations of University policies or applicable laws.

V. Responsibilities

All employees of the University shall truthfully report and/or address complaints received.

VI. Enforcement

It is the responsibility of the Office of Human Resources to oversee enforcement of this Policy. Any employee who violates this Policy will be subject to disciplinary action that may result in warning, probation, suspension or separation from the University. The University Policies and Procedures Library is updated regularly. In order to ensure a printed copy of this document is current, please access it online at http://policies.fmuniv.edu.

Approved:

Table with 3 columns: Signature, Title, Date. Row 1: [Signature], President, 12/1/2020