

## **Attachment A**

### **Virginia Tech Office of Sponsored Programs Compliments/Complaints Procedures**

#### **Our compliments/complaints procedure**

We are committed to providing a high-quality customer service to all our stakeholders including faculty, staff, and sponsors. When something goes wrong, we need you to tell us about it. This will help us to improve our policies, processes, and training. In the same respect, when things go right we want to acknowledge our staff for a job well done.

If you have a compliment/complaint, please contact us with the details.

#### **What will happen next?**

1. We will send you an e-mail acknowledging receipt of your compliment/complaint within three business days of receiving it, enclosing a copy of this procedure.
2. If you have a complaint we will forward the complaint to our \*Customer Service Liaison (CSL) who will review the complaint and speak to the appropriate staff members to investigate the circumstances of the incident. If this is a compliment, it will be forwarded to the Customer Service Liaison who will document and disseminate the compliment to the appropriate personnel.
3. Within 30 days of sending you the acknowledgement e-mail, the CSL and the appropriate OSP management staff will invite you to meet to discuss and hopefully resolve your complaint. If you do not want a meeting or it is not possible, the CSL will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 30 days of the acknowledgement e-mail.
4. At this stage, if you are still not satisfied, you should contact the Asst. VP for Sponsored Programs Administration who will arrange for another designee, someone unconnected with the matter at VT to review the decision, or an appropriate alternative such as review by an advisory committee or mediator to review the decision.
5. We will write to you within 30 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If we have to change any of the timelines above, we will let you know and explain why.

\* The Customer Service Liaison will be designated by the Asst. VP for Sponsored Programs Administration to fully examine the complaint to determine the underlying issues and to formulate corrective action if applicable. The Asst. VP for Sponsored Programs Administration reserves the right to designate other individuals, as necessary, to investigate complaints in the event that circumstances change or the liaison is not available to expeditiously respond to the complaint. Regardless of who investigates the complaint the same procedures will apply.