**PURPOSE:**
To communicate a standard procedure for students to report concerns, compliments or suggestions.

**DEFINITIONS:**
- **Pre-Alumni Association** – the student government body at Meharry. The association provides student leadership and offers an official communication mechanism for students' ideas and opinions concerning the college, improving relationships among students, faculty, staff and administration.
- **Pre-Alumni Council** – consists of the entire Pre-Alumni Association executive board and the president of all registered student organizations including class presidents.
- **Student Life Committee** – comprised of the Pre-Alumni Council and ten representatives from key areas of the administration. The committee was formed in an effort to increase student satisfaction by promoting academic, social and college-sponsored activities that encourage outstanding quality of life experiences from initial enrollment through graduation.

**PROCEDURE:**

Students may report concerns, compliments or suggestions at any time during their matriculation at Meharry Medical College. The following procedures for reporting will allow the Office of Student Life to properly track concerns, suggestions and compliments by students. Students have the option of going directly to the department or office involved; however, the Office of Student Life can only monitor the issues that are brought to their attention.

1. **Methods for Reporting Concerns and having them Monitored:**
   a. **Email:** Students can send an email to studentservices@mmc.edu, prealumni@email.mmc.edu
   b. **In person:** Students can visit the Office of Student Life or speak to an officer of the Pre-Alumni Association.
   c. **Phone:** Students can call the Office of Student Life at 615-327-6792.
   d. **Online:** Students can submit concerns anonymously on the Meharry Medical College intranet at the following link:
2. Reporting and Monitoring
   a. Reporting: Concerns, complaints or suggestions received by the Office of Student Life and/or presented at the Student Life Committee meetings, which are held monthly from September – May and led by the President of the Pre-Alumni Association, will be placed on the Student Life Committee Pending Action Report.
   b. Tracking: The Pending Action Report will be updated semi-monthly as items are addressed and/or resolved and posted on the Meharry Medical College intranet for students to access. The updates will also be provided in the monthly Student Life Committee Meetings.
   c. Escalation: Items listed on the Student Life Pending Action Report that remain unresolved without a working solution for more than six (6) months can be voted onto the Student Affairs Committee of the Meharry Medical College Board of Trustees Outstanding Concerns Report by the Pre-Alumni Council.

3. Resolution/Response
   a. Many concerns, complaints and suggestions reported in the Student Life Committee meeting or reported in other ways to the Office of Student Life have to be resolved by other departments, etc. The Office of Student Life staff will forward concerns to the appropriate departments/offices and follow up to ensure a solution/response is distributed to students.
   b. The response/resolution may be communicated from the department or office involved. In addition, the Office of Student Life will place the response/resolution on the pending action report that will be posted on the Meharry intranet for all students to access in addition to reporting the response/resolution at the monthly Student Life Committee meetings.
   c. The average time for items to be addressed and/or resolved is 3 – 4 weeks. Many items can be resolved within 24 hours of being reported if it is minor and does not require the approval of various departments or external resources.