Middle Tennessee State University  
Office of Compliance and Enterprise Risk Management

**Something went wrong and I need help! I want to file a complaint.**

The more detail you provide in your initial complaint, the quicker we’ll be able to provide you with the assistance you need! Here are some guidelines for filing a complaint:

1. **Use the appropriate online form.**   
   We want you routed to the correct place, in the most efficient manner. If you aren’t sure which form to use or where it’s located, reach out to us and we’re happy to help! Contact us [here](https://www.mtsu.edu/caerm/contact.php).
2. **The sooner, the better!**   
   Try to file your complaint within a reasonable time frame. This will help with appropriate recall of events and may increase the likelihood of discoverable evidence.
3. **Details, details, details!**   
   Be as specific as possible. Be as thorough as possible. We can only address things we know about; if it’s important to you, make it known to us!
4. **Keep it confidential.**   
   Best practice is to keep complaints between yourself and the investigator(s). We will honor your privacy, and strongly recommend you do the same. Only those who need to know should be “in the know.”
5. **Follow the policy.**  
   Before you file a complaint, familiarize yourself with the applicable policy or policies. (MTSU policies can be reviewed [here](https://www.mtsu.edu/policies/).) Take note of the review/investigation process so you understand next steps. Unless filed anonymously, we will follow up with you once we’ve completed our initial review, or advise you if your complaint needs to be forwarded to a different office. We will provide you the status at that time and address any additional steps, as necessary.

Thank you for following the above complaint guidelines. We will review and address complaints in a timely, impartial, and equitable manner. For additional questions, please feel free to reach out.

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