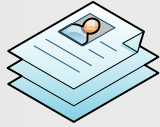


Overview of Student Academic Grievance Process

10/23/2017

Formal Grievance Documentation Requirements



Student (grievant) formalizes complaint into grievance

- Must be filed in writing
- Signed and dated by grievant.
- Accompanied by the grievance form within **40 days*** of the decision being grieved.

- Must include:
 - Clear description of the decision being grieved
 - Basis or bases for challenging that decision
 - Identity of party/parties who made decision or took action
 - Specific remedy requested
 - Description of all informal resolutions attempted.

* Days = Business Days (excluding Official university holidays)

Level 1 Grievance – for adverse decisions which impede student progress toward degree

Level 2 Grievance – for decisions that do not impede progress toward degree

Formal Grievance First Step

All materials must be submitted to the appropriate **Administrative Officer**.

For a Level 1 Grievance, this is the Director, Human Resources for the College of Medicine, unless he/she has been directly involved in the circumstances leading to the adverse action. In that event, the Executive Dean will designate another senior College leader to serve as AO.

For a Level 2 Grievance, this is the associate dean responsible for curriculum at the student's campus, unless he/she has been directly involved in the circumstances leading to the adverse action. In that event, the campus regional dean will designate another senior College leader to serve as AO.

In both cases, the AO will issue a decision within **10 days** following receipt of the grievance.

[Click here to open the COM Academic Policies and Professional Standards with links to the Full Grievance Policy and Procedures](#)

Formal Grievance Second Step

If the Administrative Officer does not grant a remedy acceptable to the Grievant for a **Level 1** Grievance, the Grievant may request a formal hearing from the Grievance Officer.

- Must be submitted in writing within **10 days** following the receipt of the AO decision.
- The hearing must be scheduled within **30 days** of the request for a formal hearing by the Grievant.
- The hearing panel will provide their findings, conclusions and recommendations within **5 days** of the close of the formal hearing.
- The Grievance Officer will either grant or deny the remedy sought, or provide other remedies within **5 days**.

If the Administrative Officer does not grant a remedy acceptable to the Grievant for a **Level 2** Grievance, the Grievant may appeal the decision to the Grievance Officer.

- Must be submitted in writing within **5 days** of receipt of the AO's decision.
- The Grievance Officer will render a decision within **10 days** of the receipt of the Grievant's appeal

Appeal to the Chancellor



The GO decision cannot be appealed except in matters relating to:

where a claim of unlawful discrimination has been made or where significant procedural errors are alleged.

If grievant claims unlawful discrimination, or where significant procedural errors are alleged, student may appeal to chancellor

An appeal to the Chancellor must be:

- Made within **5 days** of the GO final decision
- The Chancellor or his/her designate will review the record and issue a decision within **30 days**.
- The Chancellor's decision is final and no further appeal is available.