



Policy Title:	Student Grievance and Appeals Policies
Functional Area:	Academic
COCA Element:	9.2

Status:	FINAL
Effective:	11/10/2017
Approved by:	Leadership Council
Policy Contact:	Dr. Ramona Parker
Responsible Office:	Medical and Interprofessional Education
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Purpose: The purpose of this policy is to outline the procedure for filing an informal or formal grievance

Description: Every learner has the right to file a grievance of alleged unfair treatment with immunity from disciplinary action or retaliation. The grievance process shall not be used to question a rule, policy or procedure established by an authorized faculty or administrative body. Rather, a grievance should be filed if a rule, policy or procedure has been applied unfairly or in an inequitable manner or has led to unfair or improper treatment. It is expected that the learner will present the grievance in a professional manner.

Informal Resolution Process

Prior to a formal grievance being filed, issues can be most effectively managed by first expressing them to the faculty member, administrator, or peer learner.

If a resolution cannot be achieved in a timely and efficient manner or the learner is not satisfied with the outcome, then the learner may file a formal grievance and submit for review by the Student Progress Committee (SPC).

Formal Resolution Process

When filing a formal grievance, the learners are required to meet with the Director of Academic Support to ensure documentation is objective and accurate and anticipate preparation of documentation for the meeting with the Student Progress Committee (SPC) when reporting a formal grievance.

1. To file a formal grievance, the student has **five business** days following the informal resolution to meet with the Director of Academic Support. After meeting with the Director of Academic Support, the student has **10 business days** to submit the formal complaint to the chair of the SPC.
2. The SPC has 30 business days to conduct an investigation and hearing of the learner's grievance.
3. The Student Progress Committee (SPC) chair will provide the learner a written response **within five business days** following the assessment by the SPC. The complainant may continue in the curriculum until the grievance process is completed unless the learner's continuance in the program or on the campus poses a safety concern.

The appeal of a formal resolution process

If the learner is not satisfied with the assessment of the SPC following the formal resolution process, the learner may file an appeal in writing to the UIWSOM Dean within **five business days** which includes a justification for the appeal. The Dean of the UIWSOM may elect to uphold, modify or make an alternate assessment. In addition, the Dean may impanel an *ad hoc* committee to re-examine the grievance and make further recommendations to the Dean.

The learner may continue in the curriculum until the appeal of a formal resolution process is completed unless the learner's continuance in the program or on the campus poses a safety concern. Within 30 business days from receipt of the learner's appeal, the Dean of the UIWSOM will provide a written decision to the learner. ***The decision of the Dean of the UIWSOM is final.***