

## School of Graduate Studies in the Health Sciences

**DOCUMENT TYPE:** policy

**REVIEW PERIOD:** 3 years

**TITLE:** Student Grievance/Compliant Policy

**PURPOSE:** To establish guidelines for the effective management of student complaints.

**POLICY:** Graduate students have the right to complain, whether verbally or in writing, regarding any area of academic or student life without fear of coercion, harassment, intimidation, or reprisal from the institution or its employees. Students also have the right to expect a timely response to any complaint related to student life. However, defamatory or baseless charges may cause a student to be held responsible for violations of institutional policies or for action through the courts.

Students seeking to resolve an academic or misconduct complaint will seek resolution through the school's published administrative channels, entering at the appropriate level and proceeding in the order stated below. All decisions by the school's dean or executive faculty concerning academic matters are final. Procedural appeals may be filed to the associate vice chancellor for academic affairs. Information and conduct complaints are published in the Bulletin and also included in the individual school's handbook.

If a student has a complaint, grievance, or concern based on academic, personnel, research, ethical, policy or non-academic issues in instances where an existing institutional policy does not apply, the student should **first** discuss the issue at hand with his/her mentor or faculty advisor and/or director of the graduate program in which the students is enrolled. If satisfaction is not received, the student should contact the SGSHS Associate Dean for Student Affairs according to the procedure outlined below. The privacy rights of students will be protected at all times during the complaint process.

1. The student submits the complaint either directly to the SGSHS Associate Dean for Student Affairs or via the "Complaint/Grievance Report Form" found at <http://www.umc.edu/graduateschool>. The complaint should contain (at a minimum) the date and time of the alleged conflict or action, the reason(s) for the complaint, a summary of the complaint, a list of other persons who may provide information and any appropriate documentation. The student must also include the resolution or outcome he/ she is seeking. The complaint should be submitted within ten (10) business days of knowledge of the alleged conflict or action.
2. The SGSHS Associate Dean for Student Affairs will submit by email to the student any resolution of the complaint within ten (10) business days of the complaint being filed. In order to achieve this, the SGSHS Associate Dean for Student Affairs may attempt to arrange a conference with the student, encourage discussion between the student(s) and the faculty member/administrator, or take other appropriate action.
3. If the student is not satisfied with the outcome of the complaint, the SGSHS Associate Dean for Student Affairs may choose to appoint an ad hoc committee from the membership of the SGSHS Student Affairs Council to review the information and render a recommendation to the dean of the SGSHS. The decision of the dean will be final.
4. A record of all complaints and their resolution will be documented and the records will be kept in the SGSHS office.

5. As an alternative, students may choose to submit a complaint directly through the UMMC Office of Student Affairs “complaints, comments, suggestions or requests” link <https://www.umc.edu/Office%20of%20Academic%20Affairs/For-Students/Student%20Affairs/Student%20Comments%20and%20Complaints.html>

Through this site, complaints may be made anonymously if desired and more information regarding the institutional student complaint process can be found. These issues include such matters as sexual harassment, discrimination, disability, employment, or mistreatment fall under the institutional policies that are handled by specific offices, such as the [Office of Human Resources](#) or the Equal Employment Opportunity Office. The Sexual Misconduct, Sexual Assault, and Sexual Harassment Policy and Procedure (Title IX) for students and employees policy is available in the [UMMC Document Center](#).

Should a complaint be made that relates to SGSHS academic or policy issues, the UMMC Office of Student Affairs Associate Dean will report the complaint to the SGSHS Associate Dean for Student Affairs who will address the issue as described above. Complaints that are related to overall institutional policy or procedures will be resolved by the Office of Student Affairs Associate Dean.

**SCOPE:** All SGSHS students.