

N. Student Grievance Procedures

OSU-COM is committed to addressing student complaints and promoting a mechanism by which complaints can be reviewed and resolved. Students with complaints should refer to the specific policies below. If assistance is needed, students can contact the Office of Student Affairs for further information.

In addition to the complaint procedures below, students also have the opportunity to provide anonymous feedback on curriculum and any other general matters through an OSU-COM Feedback system. Students who would like to utilize the feedback process to express their concerns should refer to the section below on "Student Feedback".

Student Academic Complaint Policy and Procedures

Students who have an academic complaint can expect to have their complaint addressed through this procedure. Unless other justification is present, the student will ordinarily be expected to seek resolution, beginning with the faculty/staff member in the discipline, prior to advancing administratively through the grievance process. If a student requires assistance, the Office of Student Affairs is available for consultation and guidance. Complaint forms are found in the Office of Student Affairs. All complaints will be monitored and reviewed by the Office of Student Affairs within 24-48 hours of receipt on business days. The Student Academic Complaint Policy governs all academic complaints and is not to be used for grievances related to sexual harassment/sexual misconduct, discrimination, non-compliance with AOA Accreditation Standards, or grade appeals. To register a complaint in these areas, please see the related policies.

Grade Appeal: see the Grade Appeal Policy found in the Academic Standards Handbook and at: <http://www.healthsciences.okstate.edu/com/academics/policies.php>.

Sexual Harassment/sexual misconduct/sex-based discrimination: see Gender Discrimination /Sexual Harassment Policy and Title IX Grievance Procedure. For information about filing a complaint, see the "reporting section" at <http://1is2manychs.okstate.edu> or contact the Office of Student Conduct, Title IX Coordinator, OSU-CHS, Room 112, 918-561-1950.

Discrimination: see Student Grievance Policy and Procedures for Alleged Discrimination, found below and in the Student Handbook at <http://www.healthsciences.okstate.edu/com/handbook.php>.

Non-compliance with AOA Accreditation Standards: see Non-compliance with AOA Accreditation Standards Policy, found below and in the Student Handbook at: <http://www.healthsciences.okstate.edu/com/handbook.php>.

Procedure for an academic complaint:

- 1) Prior to filing a complaint, students are expected to seek resolution through informal means. Students should begin the informal process by discussing the matter directly with the instructor or course coordinator for the discipline or staff member who is associated with the complaint. If the attempt to resolve the matter is successful, no further progression through this policy is warranted.
- 2) If an attempt at informal resolution is not successful, the student should register the complaint by submitting the Student Complaint Form found in the Office of Student Affairs; this action will register the complaint both with the Office of Educational Development and the Office of Student Affairs for tracking purposes.
- 3) Once the complaint is received, the Office of Educational Development will forward the complaint to the Year 1-2 Committee or Year 3-4 Committee, based on the nature of the complaint. The reviewing Committee may request a meeting with the student, should additional information be needed in reviewing the complaint. The respective committee will submit a recommendation to the Curriculum Oversight Committee (COC) regarding resolution of the complaint.
- 4) The COC will make the official determination on resolution of the complaint. If the complaint is satisfactorily resolved, the Office of Educational Development will be responsible for notifying the student of the Committee's findings and submitting final documentation of resolution of the complaint to the Office of Student Affairs.
- 5) If the matter is not resolved after review by the COC, the next level of review will be made by the Council of Deans. The decision rendered by the Council of Deans is final and binding.
- 6.) Throughout this process, review at each level will be documented on the Student Complaint Form and notification made to the student regarding outcome at each level of review. The Office of Educational Development will be responsible for notifying all parties. Final documentation on the resolution of the complaint will be maintained by the Office of Student Affairs.

7) A notification report of all complaints will be forwarded on a regular basis by the Office of Student Affairs to the Council of Deans.

Student Non-Academic Complaint Policy

Students who have a non-academic complaint can expect to have their complaint addressed through this procedure. Unless other justification is present, the student will ordinarily be expected to attempt to resolve the matter through informal means, prior to filing a complaint and advancing administratively through the grievance process. If a student requires assistance, the Office of Student Affairs is available for consultation and to provide guidance regarding whether an exception to the procedure is indicated. All complaints will be monitored and reviewed by the Office of Student Affairs within 24-48 hours of receipt on business days. The Student Non-Academic Complaint Policy governs all non-academic complaints and is not to be used for grievances related to sexual harassment/sexual misconduct, discrimination, non-compliance with AOA Accreditation Standards, or grade appeals. To register a complaint in these areas, please see the related policies.

Grade Appeal: see the Grade Appeal Policy found in the Academic Standards Handbook and at:

<http://www.healthsciences.okstate.edu/com/academics/policies.php>.

Sexual Harassment/sexual misconduct/sex-based discrimination: see Gender Discrimination /Sexual Harassment Policy and Title IX Grievance Procedure. For information about filing a complaint, see the "reporting section" at <http://1is2manychs.okstate.edu> or contact the Office of Student Conduct, Title IX Coordinator, OSU-CHS, Room 112, 918-561-1950.

Discrimination: see Student Grievance Policy and Procedures for Alleged Discrimination, found below and in the Student Handbook, at <http://www.healthsciences.okstate.edu/com/handbook.php>.

Non-compliance with AOA Accreditation Standards: see Non-compliance with AOA Accreditation Standards Policy, found below and in the Student Handbook at: <http://www.healthsciences.okstate.edu/com/handbook.php>

Procedure for a non-academic complaint:

1. Prior to filing a complaint, students are expected to seek resolution through informal means. Students should begin the informal process by discussing the matter directly with the staff or faculty member in the designated administrative unit. If the attempt to resolve the matter is successful, no further progression through this policy is warranted.
2. If an attempt at informal resolution is not successful, the student should register the complaint by completing the Student Non-Academic Complaint Form found in the Office of Student Affairs. Complaints should be filed within 30 calendar days of the incident prompting the complaint.
3. Upon receipt of the complaint, the Director of Student Affairs will pursue resolution of the complaint, bringing the matter to the attention of the relevant administrative unit head, as needed.
4. If a satisfactory resolution is not obtained, the matter will be routed to the next highest level of authority. If a satisfactory outcome is achieved, the Office of Student Affairs will notify the student, document the resolution on the Student Complaint form, and close the matter.
5. If a satisfactory resolution is not obtained, the matter will be routed to the next highest level of authority and continue in this manner, as required. If a satisfactory resolution is not obtained after exhausting the appropriate levels of authority, the Executive Leadership Team will serve as the final reviewing authority on the matter. The decision of the Executive Leadership Team will be final and binding.
6. Throughout this process, review at each level will be documented on the Student Complaint Form and notification made to the student regarding outcome at each level of review. The Office of Student Affairs will be responsible for notifying all parties. Final documentation on the resolution of the complaint will be maintained by the Office of Student Affairs.
7. A notification report of all complaints will be forwarded on a regular basis by the Office of Student Affairs to the Council of Deans.