

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 College Catalog at: <http://www.healthsciences.okstate.edu/com/catalog.php>.