

Student Complaint and Grievance Policy and Procedure

Statement of Commitment

The faculty and staff of the School of CSD understand that things do not always go well or work the way they should; nonetheless, all members of the School seek to improve where they can. The School is committed to fostering a safe, respectful, inclusive, and supportive academic environment for all students, faculty, and staff.

Students are encouraged to:

- seek advice and resources when they are experiencing difficulties or have concerns
- express complaints when they believe a policy has been violated, they have been treated unfairly, or their academic experience has been adversely affected
- file a grievance through appropriate channels if they feel they are experiencing treatment or a situation that is a violation of their rights
- be familiar with procedures and support offices at the UofM

The places to start when seeking help:

- | | |
|--------------------------------|---|
| ○ Facilities: | Administrative Associate |
| ○ Academic concerns: | Advisor, Instructor, Associate Dean |
| ○ Clinical training concerns: | Directors of Clinical Education (DCE) |
| ○ Programmatic issues: | Chairs of Program Committees, DCEs, Assoc Dean |
| ○ Interpersonal concerns: | Advisor, DCEs, Associate Dean |
| ○ Appeals or mediation: | DCEs, Associate Dean |
| ○ Appeals or personnel issues: | Dean |
| ○ Accreditation: | Council on Academic Accreditation (CAA) |

Faculty and staff responsibilities:

- required to report issues of harassment or discrimination and to support students with grievances
- be responsive to student concerns as advisors and instructors
- work to resolve issues productively and fairly, and refer to others as needed
- will not retaliate against any student for filing a complaint or grievance

Concerns and complaints may be reported [here](#) and through QR codes throughout the building. Grievances should be reported to the appropriate person or office immediately. The Dean shall maintain a record of the student complaints, grievances, resolutions, and appeals for a period of eight years.



What is the difference between a concern, a complaint, and a grievance?

Although in some situations these words might be synonymous, for our purposes, we make the following distinctions:

1. **concern:** an issue that can be remediated through provision of resources or that can be addressed by referral to others. These may be reported verbally, by email, or anonymously submitted.
 - a. examples:
 - personal: food insecurity, financial aid, mental health, lack of clarity on expectations, discontent
 - surroundings: leaky ceiling, need a new filter in the water dispenser, parking lot lights, security desk staff, general observations
 - other: wellness check (on someone else), distressed student
 - b. who should I take my concern to?
 - Advisor, instructor, faculty member, or Directors of Clinical Education
 - Administrative Associate (any building issues)
 - Associate Dean
 - Campus has a way to report if there are specific (nonemergency) concerns about a student: [UofM Report a Concern](#)
 - c. Possible outcomes will be determined by the nature of the concern
 - campus notified (physical plant, IT, police) and/or service requested
 - information provided (e.g., campus resources)
 - school-wide announcements
 - internal investigation
 - refer to program committee for resolution or action
 - wellness check
2. **complaint:** an issue related to policy violations, conflict, or unfair treatment. Some issues may be shared verbally or in written form, anonymously or openly. CAA complaints must be in writing.
 - a. examples
 - Violations: noncompliance with the policies and procedures in the CSD Graduate Programs Handbook, noncompliance with University policies, student or faculty code of conduct, nepotism
 - [Council on Academic Accreditation \(CAA\): ASHA/professional noncompliance \(must be in written form\)](#)
 - Academics: integrity, academic misconduct, access/accommodations, conflict of interest
 - Grade appeal
 - b. Who should I take my complaint to?

- Depending on the policy or type of conflict: advisor, faculty member/instructor, Directors of Clinical Education, Associate Dean, Dean of CSD
 - [CAA issues](#) should follow their procedure
 - [Student Accountability Office](#)
 - [Graduate School](#)
- c. Possible outcomes will be determined by the nature of the concern
- Conflict may be addressed directly with the person/people involved
 - Issue referred to the respective Program Committee or Campus Office for resolution
 - Investigation and report; sanctions as necessary

Note: Personal responses cannot be provided for anonymous complaints

[Faculty Code of Conduct](#)

[Student Code of Rights and Responsibilities](#)

[Grade Appeal](#)

3. **grievance:** an issue that requires a formal response because the rights of an individual have been violated.

a. Examples

- Discrimination
- Harassment
- Retaliation
- Injury/violence/sexual misconduct
- Breach of privacy: FERPA or HIPAA
- Witness to or victim of a crime
- Program dismissal appeal

b. Who should I take my grievance to?

- Directors of Clinical Education, advisor, Associate Dean, CSD Dean
- [UofM Report a Concern website](#)
- [Office of Institutional Equity](#)
- [Student Accountability Office](#)
- Campus Police (must report crime/theft)
 - Emergency: 901.678.4357
 - Non-emergency: 901.678.3848
- Registrar ([FERPA](#))
- Privacy Officer (HIPAA) – Dr. Hannah Beth Scott
- [Graduate School](#)

c. Outcomes

- Determined by the office, department, or person the issue is reported to
- Investigation
- Written report

CSD-MSHC Suggestion Form

