



## COMPLAINT/GRIEVANCE POLICY

### I. PURPOSE

The purpose of this policy is to establish a student complaint/grievance procedure.

### II. SCOPE/COVERAGE

This policy applies to all current students of California Northstate University College of Medicine.

### III. POLICY STATEMENT

California Northstate University College of Medicine is committed to a policy of fair treatment of its students in their relationships with the administration, faculty, staff and fellow students.

### IV. PROCEDURE

Note that a grievance is defined as a matter not falling under the progression policy for academic or non-academic due-process.

1. The student shall file a written complaint using the Student Complaint/Grievance Form.
2. The completed Student Complaint/Grievance Form should be submitted to any member of the CNU Office of Student Affairs in a sealed envelope.
3. The Associate Dean of Student Affairs will handle the complaint in accordance with the policies of the California Northstate University College of Medicine, will review the facts surrounding the issue and will attempt to resolve the complaint.
4. The complaint will be answered in writing by the Associate Dean of Student Affairs within four weeks of receipt of the complaint, excluding holidays/university breaks.
5. If the complaint relates to the Associate Dean of Student Affairs, the matter will be handled by the Assistant Dean of Student Affairs following the same procedure.
6. If the Associate Dean of Student Affairs cannot resolve the complaint satisfactorily, the matter will be referred to an *ad hoc* committee formed on a case-by-case basis. This will include 3-5 individuals one of whom will have a legal background. Otherwise the committee will be constituted of CNU faculty and staff.
7. If the *ad hoc* committee cannot resolve the complaint satisfactorily, the matter will be transferred to the Dean for appropriate action.

8. Students may appeal decisions by filing an appeal with the Dean within ten days of receipt of the complaint/grievance resolution. The Dean's decision is final.
9. A record of the student complaints is kept on file in the Associate Dean of Student Affairs office.
10. All aspects of student complaints shall be treated as confidential.

OFFICE OF RESPONSIBILITY: College of Medicine Office of Student Affairs

REVIEW: This policy will be reviewed every three years or more often as needed.

REVIEW 1: December 2015