



Student Academic Complaint/Grievance Policy

I. Purpose

The purpose of this policy is to establish a formal mechanism for students in the College of Medicine to be able to report and resolve grievances resulting from interactions with faculty, staff, and administrators within the College of Medicine, with certain exceptions as defined below.

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 relationship with the administration, faculty, staff, and fellow students within the College of Medicine.

IV. Procedure

- A. A grievance is a complaint submitted by a student reporting a material or substantial concern regarding his or her treatment that directly and adversely affects his or her ability to pursue academic excellence which is not progression related.
- B. The grievance policy and process should not be used for academic or non-academic due-process falling under the 4100 academic progression policy.
 1. Students should seek to resolve any grievance through an informal dispute resolution process before considering filing a formal grievance.
 - a. Students are highly encouraged to have an open and frank conversation with the individual who is the subject of the grievance prior to the filing of the grievance.
 - b. The student should also discuss the grievance with the respective department chair or the immediate supervisor of the employee who has committed the grieved act.
 2. Once the student has met with the parties listed in sections 1 a and b above, the student may request a hearing via a letter to the Assistant Dean of Student Affairs.
 3. A student must submit any complaint or grievance in writing by letter to the Assistant Dean of Student Affairs and Admissions with the subject line "RE: Grievance Request." The grievant should also attach any relevant documentation to the letter.



3. The completed student grievance letter should be submitted to the Office of Student Affairs within 30 days of the event that lead to the grievance. A delay in filing the grievance can constitute grounds to waive the grievance.
4. The Assistant Dean of Student Affairs and Admissions will review the documentation and facts relevant to the complaint/grievance. Additional documentation and/or interviews may be requested from the grievant, the person against whom the grievance is initiated, or any witnesses.
5. The Assistant Dean of Student Affairs and Admissions will inform the parties of the decision in writing within 30 days of receipt of the complaint, excluding holidays/university breaks. Such decisions will be delivered via email with the date of the sent item as the date for which notice is given. It is the student's duty to make sure the Assistant Dean of Student Affairs and Admissions has the student's up to date email address.
6. If the complaint relates to the Assistant Dean of Student Affairs and Admissions, the matter will be handled by the Associate Dean of Medical Education. The Associate Dean of Medical Education shall have all the same rights enumerated for the Assistant Dean of Student Affairs and Admissions under this policy with respect to reviewing and acting upon grievances.
7. The student may appeal the decision of the Assistant Dean of Student Affairs or the Associate Dean of Medical Education to the Dean of the College of Medicine or the next level up within the administration within 15 days of receipt of the decision. The decision of the Dean is final.

Approval record:

APPROVED: PEC: 10/11/21, 12/24/20

REVIEWED: DAC: 5/7/21

APPROVED: FEC: 5/28/21, 12/24/20

REVIEW: every three years (or more often if required)