



STUDENT GRIEVANCE

I. **Policy Statement**

California Northstate University College of Medicine (CNUCOM) is committed to a policy of fair treatment of its students in their relationship with the administration, faculty, staff, and fellow students within the COM. This policy should not be used for academic or nonacademic due process falling under the 4100 Academic Progression Policy.

II. **Purpose**

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

III. **Scope/Coverage**

This policy applies to all current students of CNUCOM.

IV. **Policy Procedure**

a. Definition

A grievance is a complaint submitted by a student reporting a material or substantial concern, which is not progression related, regarding their treatment which directly and adversely affects their ability to pursue academic excellence.

b. Process

- i. Students should first seek to resolve any grievance through an informal dispute resolution process before considering filing a [Student Grievance/Compliant Form](#).
 1. Students are highly encouraged to have an open and honest conversation with the individual who is the subject of the grievance prior to the filing of the grievance.
 2. If the person named in the grievance is a CNU employee, the student should also discuss the grievance with the relevant department chair or the immediate supervisor of the employee who has committed the grieved act.

- ii. After the student has met with the parties listed in section IV.B.1. above, the student may file a grievance with the Assistant/Associate Dean of Student Affairs via:
 - 1. In-person meeting
 - 2. Email
 - 3. [Professionalism Concern Report](#)
 - 4. [Grievance Form](#)
 - 5. [Anonymous Report Form](#). It should be noted that a student who submits a grievance by Anonymous Report cannot be updated on the outcome of the grievance.
- iii. It is preferred that the grievance is submitted in writing. The grievance should also include any relevant documentation.
- iv. The grievance should be submitted to the Assistant/Associate Dean of Student Affairs within thirty (30) days of the event that led to the grievance. A delay in filing the grievance may constitute grounds to waive the grievance.
- v. The Assistant/Associate Dean of Student Affairs will review the documentation and facts relevant to the complaint/grievance. Additional documentation, information, and/or interviews may be requested from the grievant, the person named in the grievance, or any witnesses.
- vi. If the grievance is against a CNU faculty, staff, or administrator, the grievance and relevant documentation will be sent to that employee's supervisor and to HR for consideration.
 - 1. If the grievance is against the Assistant/Associate Dean of Student Affairs, the matter will be handled by the Assistant/Associate Dean of Medical Education. The Assistant/Associate Dean of Medical Education shall have all the same rights enumerated for the Assistant/Associate Dean of Student Affairs under this policy with respect to reviewing and acting upon grievances.
- vii. If the grievance is against a CNUCOM student, the Assistant/Associate Dean of Student Affairs will follow the process described in the 4006 Ethics and Professionalism Policy.

Forms Mentioned: [Student Grievance/Compliant Form](#)
[Professionalism Concern Report](#)
[Grievance Form](#)
[Anonymous Report Form](#)

Approval Route:

OSA (Policy Owner) à OME (Review) + DEC (Review) SPC (Approval)

REVIEWED: DAC: 5/7/21

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

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