

BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

STANDARD OPERATING PROCEDURES

Title: Student Academic-Related Grievance Process		SOP #: AA.003.00
Effective Date	8.4.23	
Last Revision/Review	8.4.23	

1. Purpose

Burrell College of Osteopathic Medicine has established standards to foster a safe and equitable environment conducive to learning and development. The grievance policy ensures that all concerns are handled by the appropriate party. This SOP describes the process for after a grievance is submitted that is student academic-related. The procedures are followed to ensure due process occurs.

2. Related Policy/Authority

Burrell Policy B2040: Grievance Policy
GA.014 Grievance Procedures
AA.004 Grade Review

3. Faculty/Staff Responsibilities

Office of Pre- Clinical Education, Office of Clinical Education, Office of Institutional Effectiveness.

4. Definitions/Abbreviations

5. Procedural Steps

*Note: Please see Burrell Policy B2040, Grievance Policy, for procedures on filing a formal grievance

For complaints regarding grades, please refer to SOP AA.004 Request for Grade Review.

5.1 Once a formal grievance is filed regarding a student academic-related complaint:

5.1.1 The Office of Institutional Effectiveness will submit the grievance to the Office of Pre-Clinical Education (OMS I or OMS II) or to the Office of Clinical Education (OMS III or OMS IV). Upon receiving the grievance, the Office of Pre-Clinical Education or Clinical Education will begin a review of the grievance to determine if it could be adjudicated through an informal resolution or, if the grievance needs to be addressed and reviewed through a formal investigation process.

5.1.2 The Office of Pre-Clinical or Clinical Education may request participation from students or faculty to engage in informal resolution.

5.1.2 If a formal investigation is warranted, the Office of Pre-Clinical Education or Clinical Education will seek assistance from the Office of Student Affairs and/or the Office of Human Resources, as appropriate and follow established investigation procedures and timelines of the Office of Student Affairs and/or the Office of Human Resources.

5.1.3 The Office of Pre-Clinical Education or Office of Clinical Education will report back to the Office of Institutional Effectiveness and the complainant will be notified in writing of the resolution.

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6. Reports/Charts/Forms/Attachments/Cross References

7. Maintenance

Annual

8. Signature

Approved by

Department Heads of Pre-Clinical and Clinical
Education

8.4.23

Date

9. Distribution List

Internal/External

10. Revision History

Revision Date	Subsection #	Summary of Changes	New/Cancellation/Replacement Procedure? (if applicable)	Approval Date