

# BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

## STANDARD OPERATING PROCEDURES

|                             |           |                         |
|-----------------------------|-----------|-------------------------|
| <b>Grievance Procedures</b> |           | <b>SOP #: GA.014.02</b> |
| Effective Date              | 9.27.2021 |                         |
| Last Revision/Review        | 6.2.2023  |                         |

### **1. Purpose**

Procedures for the College grievance process.

### **2. Related Policy/Authority**

Policy B1040 Non-Discrimination  
Policy B5001 Code of Professional Conduct  
Policy B1043 Title IX  
Policy B2040 Grievance  
SOP HR.015 Grievance Process  
SOP SA.015 Student Conduct Violation Investigation  
SOP RSP.021 Research Misconduct Proceeding  
Informal/Formal Complaint Flowchart

### **3. Faculty/Staff Responsibilities**

Office of Institutional Effectiveness: Ensure process below is followed  
Office of Human Resources: employees or contract faculty/staff related grievances  
Office of Student Affairs: non-academic student-related grievances  
Office of Pre-Clinical/Clinical: academic student-related grievances  
Office of Research: research related grievances  
Title IX Coordinator: Any Title IX grievances

### **5. Procedural Steps**

1. The College has a formal written grievance submission form on the College's main webpage.
2. When submitting a written grievance, individuals will have the option to submit a grievance anonymously or identify themselves. Anonymous grievances may inhibit the ability of the College to review and/or investigate the complaint.
3. Upon receipt of the grievance, the Office of Institutional Effectiveness will expeditiously respond to the complainant, if identified, the receipt of the grievance.
4. The Office of Institutional Effectiveness will route the grievance to the appropriate department.
  - a. Human Resources: all grievances that are employee or contract related will be forwarded to the Office of Human Resources. Any employee discrimination complaints will also be forwarded to the Office of Human Resources. The Office of HR follows SOP HR.015 upon receipt.
  - b. Student Affairs: all grievances that are involving non-academic student related issues are forwarded to the Office of Student Affairs. Any student discrimination complaints will also be forwarded to the Office of Student Affairs. Upon receipt, Office of Student Affairs follows SOP SA.015.
  - c. Office of Pre-Clinical or Clinical Education: all grievances involving student-related academic allegations. Upon receipt SOP AA.003 will be followed.

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- d. Title IX Coordinator: Any grievance with potential Title IX allegations will be forwarded to the Title IX Coordinator. The Title IX Coordinator will follow [Burrell College Title IX Procedures](#).
  - e. Office of Research: Any research related complaint will be forwarded to the Office of Research and SOP RSP.021 will be followed.
5. Upon receiving the grievance from Institutional Effectiveness, each department will determine if the grievance can be adjudicated through an informal resolution or, if the grievance needs to be addressed and reviewed through a formal investigation process. Each office will follow its established review and adjudication procedures as mentioned above.
  6. Once the grievance has been resolved by the appropriate department, a written description of the resolution will be forwarded to the Office of Institutional Effectiveness.
  7. If the complainant has identified themselves, the complainant will be notified in writing of the resolution.
  8. If an individual is not satisfied with the decision of the grievance review process, the following applies:
    - a. Employee/Contract: may file an appeal with the President of the College.
    - b. Student: may file an appeal with the College Dean.
  9. If any party is not satisfied with the decision through completion of this process, they may report the complaint to:

|   |   |
|---|---|
| <b><u>New Mexico Campus:</u></b><br>New Mexico Higher Education Department<br>Private Post-Secondary Schools Division<br>2044 Galisteo Street, Suite 4 Santa Fe, NM 87505<br>Phone: (505)-476-8400<br><a href="https://hed.nm.gov/students-parents/student-complaints">https://hed.nm.gov/students-parents/student-complaints</a> | <b><u>Forthcoming Florida Campus*:</u></b><br>Commission for Independent Education<br>325 W. Gaines Street, Suite 1414<br>Tallahassee, FL 32399<br>Phone: 1-888-224-6684<br><a href="https://www.fldoe.org/policy/cie/">https://www.fldoe.org/policy/cie/</a> |
|---|---|

1. For students who participate in field experiences in Texas, after all of the College's student complaint or complaint procedures have been exhausted, if the matter remains unresolved, a formal complaint may be filed with the THECB. Please visit [THECB website](#) for information regarding student complaint procedures. The rules governing student complaints can be found in the [Texas Administrative Code](#).
2. The National Council for State Authorization Reciprocity Agreements (NC-SARA) is an agreement among member states, districts and territories that sets national standards for interstate offerings of postsecondary distance education courses and programs. Burrell College of Osteopathic Medicine is an NC-SARA approved institution, and the New Mexico Higher Education Department (NMHED) is the SARA Portal Entity for New Mexico. The accreditation status of the New Mexico campus extends to the forthcoming Florida campus thus is not considered a separate institution for purposes of SARA. Distance Education students attending Burrell who desire to resolve a grievance should follow this established grievance policy and procedures. However, if an issue cannot be resolved internally, you may file an NC-SARA complaint with NMHED. For more information, please visit NMHED's website at <https://hed.nm.gov/students-parents/student-complaints>.
3. Any person who knowingly or intentionally files a false complaint under this policy is subject to disciplinary action up to and including termination or dismissal from the College.

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

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### **7. Maintenance**

Reviewed annually by the Office of Institutional Effectiveness.

### **8. Signature**

Approved by

Department Head of Office of Institutional Effectiveness

6.2.2023

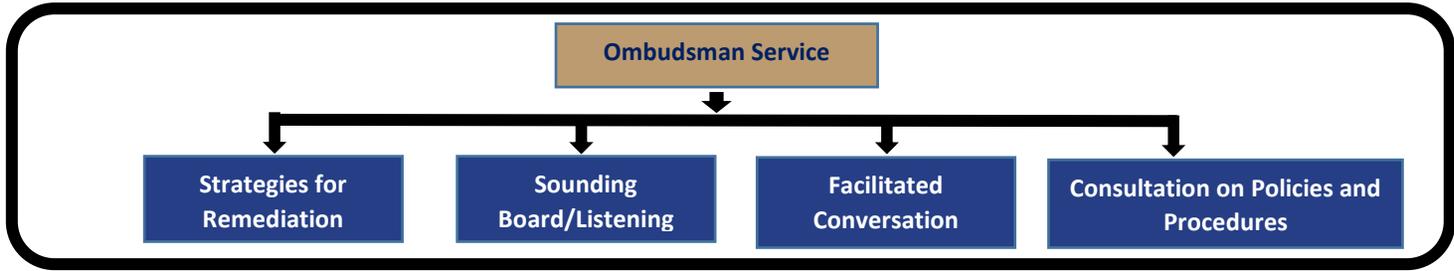
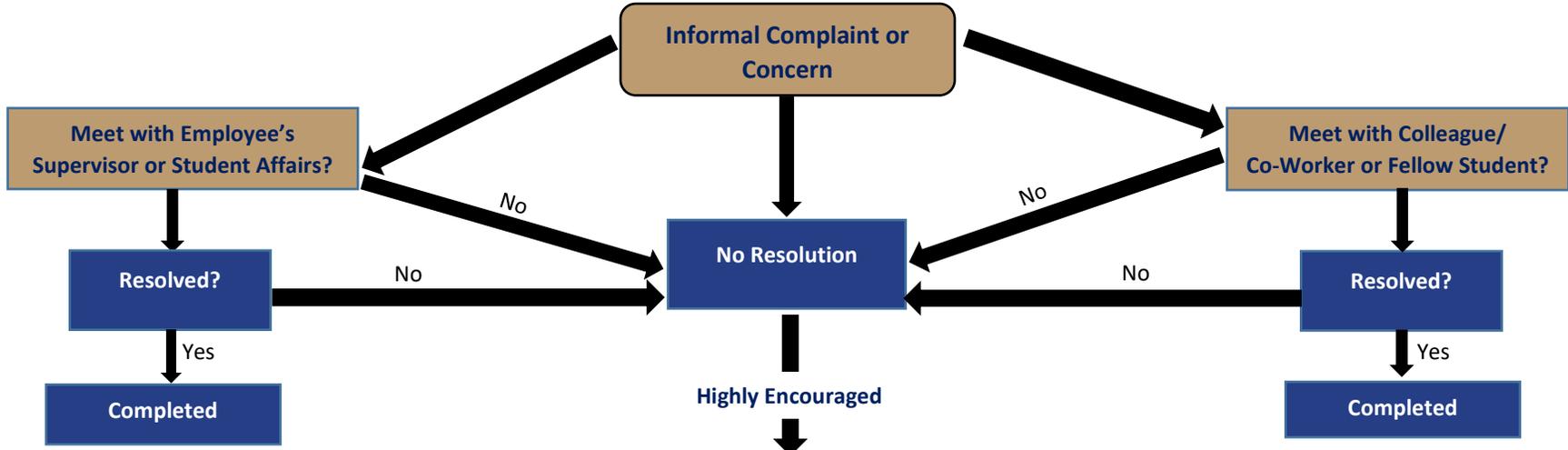
Date

### **9. Distribution List**

Internal/External

### **10. Revision History**

| Revision Date | Subsection # | Summary of Changes  | New/Cancellation/Replacement Procedure? (if applicable) | Approval Date |
|---------------|--------------|---|---|---------------|
| 2.13.23       | 2,3,5        | Cross-referenced additional policies; updated Office of Institutional Effectiveness |   | 2.13.23       |
| 6.2.2023      | 5            | Updated procedures to include informal process.                                     |   | 7.17.2023     |



\*If the informal complaint process does not provide a resolution, consider filing a formal complaint/grievance.

