

# **BURRELL COLLEGE OF OSTEOPATHIC MEDICINE**

## **STANDARD OPERATING PROCEDURES**

<b>Grievance Process for Employees, Contracted Faculty and Preceptors</b>		<b>SOP #: HR.015.03</b>
Effective Date	11.29.16	
Last Revision/Review	7.10.24	

### **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 under this referenced policy for when a formal grievance or an informal feedback report is submitted involving the actions of an employee, contracted faculty member or College preceptor. The procedures are followed to ensure fairness and maintain confidentiality in the process. Submissions involving the actions of students and academic matters that do not also involve employees or contracted faculty members or College preceptors are exempt from these procedures, and subject to SOP GA.014.

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

Burrell Policy B2040

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

Office of Institutional Effectiveness, the Office of Human Resources, the Office of Clinical Education, Title IX Coordinator

### **4. Definitions/Abbreviations**

CAPRI: Clinical and Professional Resource Information System

OIE: Office of Institutional Effectiveness

HR: Office of Human Resources

### **5. Procedural Steps**

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

5.1 Once a formal grievance is submitted to the OIE the following steps should occur if the submission involves a Burrell employee, contracted faculty member or College preceptor.

5.1.1 The OIE will receive electronically a summary of all formal grievances submitted through the grievance system, indicating the person filing the formal grievance, the date, and the grievance type for documentation purposes; details of the complaint will not be visible to OIE.

5.1.2 If a submission involves an employee or a contracted faculty member, the grievance form will be automatically routed to the Office of Human Resources (HR). Should the grievance be directed against HR, the complainant has the option to submit the grievance to the Office of Institutional Effectiveness to determine appropriate routing.

5.1.3 If a submission involves a College preceptor, the Office of HR will submit the full grievance/feedback to the Office of Clinical Education. HR will provide oversight to the review process within Clinical Education.

5.2 The following procedures relate to submissions sent by OIE to HR related to employees or contracted faculty members.

5.2.1 Upon receiving a formal grievance, HR will review and 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. The Department Head of Human Resources reserves the right to elevate an informal feedback report to the status of a formal grievance based upon circumstances and professional judgment.

5.2.2 If a formal grievance warrants a formal investigation, HR will conduct such investigation in a timely manner. HR reserves the right to place an employee/contractor on administrative leave pending the outcome of the investigation. The investigation process will ensure confidentiality is maintained to the greatest extent possible as allowed by state and federal law. The following steps will be taken as part of the investigation process.

- When possible and appropriate, the immediate supervisor of the employee the formal grievance is filed against will be notified that an investigation is being conducted. The supervisor will be advised that they are to take no action regarding the matter.
- The formal grievance will be discussed by the necessary HR personnel to determine if it warrants an investigation. If it requires an investigation, a plan will be developed for how to conduct the investigation, including the who needs to be interviewed and the development of potential questions.
- The investigator of a formal grievance will review the submitted grievance and identity policies and/or procedures that are relevant to this complaint. The investigator will develop a list of involved parties, conduct interviews, collect statements, and any appropriate documents that could act as evidence. Upon completion of the interviews, the investigator will develop a report providing the facts of the case including a determination of substantiated or unsubstantiated findings.
- If the allegations are substantiated, the investigator will review personnel files of anyone in the investigation that have violated policies and/or procedures and take into account any prior disciplinary action when making recommendations for whether any disciplinary action needs to be taken and will inform the OIE of the closure of the investigation.

5.2.3 Once a grievance has been closed or dismissed, the grievance cannot be reinstated by the employee or contract faculty.

5.3 If the submission involves a College preceptor, the process outlined under section 5.2 will be followed, with the following exceptions:

5.3.1 The Office of HR will send the submission involving a College preceptor to the Office of Clinical Education.

5.3.2 The Office of Clinical Education will fulfill the HR role in the processes outlined in section 5.2.

5.3.3 Throughout, HR will serve as a resource to the Office of Clinical Education, as requested. HR will hold ultimate responsibility for reporting the disposition of the review to the OIE.

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5.4 If a grievance is filed with Title IX allegations the form will route the grievance to the Title IX Coordinator and the Title IX Coordinator will ensure Title IX processes and procedures are followed. In the event a grievance is routed to HR with Title IX allegations, the grievance will be forwarded to the Title IX Coordinator.

5.5 If any party is not satisfied with the decision through completion of the Burrell grievance process, they may appeal to the President of the College.

5.6 If any party is not satisfied with the decision by the President, the party may report the complaint to licensing authorities as identified in the College's grievance policies.

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

#### **7. Maintenance**

Human Resources; to be reviewed every January.

#### **8. Signature**

Signature on File	7.10.2024
Department Head of Human Resources	Date

#### **9. Distribution List**

Internal/External

#### **10. Revision History**

Revision Date	Subsection #	Summary of Changes	New/Cancellation/Replacement Procedure? (if applicable)	Approval Date
9.22.2020	5	Removed direct wording from Grievance Policy and added information on procedures for after a formal grievance is filed.		9/22/2020
9.20.2023		Updated names/titles/contact information and clarified steps.		9/20/2023
7.10.24	All	Updated to align with Grievance Policy revisions		7.10.24