

# **BURRELL COLLEGE OF OSTEOPATHIC MEDICINE**

## **STANDARD OPERATING PROCEDURES**

<b>Grievance Procedures</b>		<b>SOP #: GA.014.01</b>
Effective Date	9.27.2021	
Last Revision/Review	2.13.2023	

### **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

### **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

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 formal 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 complete a preliminary review to determine if a formal investigation is warranted or if the complaint can be resolved through informal resolution.
5. If the determination is made to complete a formal investigation on the alleged misconduct, the complainant will be notified that a formal investigation is warranted and the grievance is being forwarded to the appropriate department listed below:
  - a. Human Resources: all grievances that are employee or contract related will be forward to the Office of Human Resources. The Office of Human Resources 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. 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

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## **STANDARD OPERATING PROCEDURES**

- 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 and Sponsored Programs (ORSP): Any research related complaint will be forwarded to the ORSP, the ORSP will follow SOP RSP.021.
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.

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

### **7. Maintenance**

Reviewed annually by the Office of Institutional Effectiveness.

### **8. Signature**

Approved by

Department Head of Office of Institutional Effectiveness

9.27.2021

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