

BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

STANDARD OPERATING PROCEDURES

Grievance Process for Faculty, Contract Faculty, and Preceptors		SOP #: HR.015.01
Effective Date	11.29.16	
Last Revision/Review	09.22.2020	

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 for an employee, contract faculty, Burrell preceptor, or Burrell student. The procedures are followed to ensure due process occurs.

2. Related Policy/Authority

Burrell Policy B2040

3. Faculty/Staff Responsibilities

The offices responsible for the grievance process are: Compliance and Institutional Assessment, Pre-Clinical Education, Student Affairs, Human Resources, Title IX Coordinator, and Clinical Education.

4. Definitions/Abbreviations

CAPRI: Clinical and Professional Resource Information System

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 Office of Compliance the following steps should occur if the grievance is filed against a Burrell employee or contract faculty/staff. Please refer to 5.2 for Burrell preceptors.

5.1.1 The Office of Compliance will submit the grievance to the Office of Human Resources. Upon receiving the grievance, Human Resources will begin a formal investigation regarding the alleged incident.

5.1.2 Upon completion of the formal investigation, the Office of Human Resources will perform a grievance review and adjudication of alleged complaints. Substantiated complaints may be subject to the College's Policy B7551 Due Process and Progressive Discipline. The Office of Human Resources will provide the Office of Compliance a written description of the resolution. The Office of Compliance will ensure the complainant is notified of the grievance resolution.

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5.2 The following are procedures for Burrell preceptors. Once a formal grievance is submitted to the Office of Compliance via the [Burrell Grievance Form](#), the Office of Compliance will forward the grievance to the Office of Clinical Education.

5.2.1 Upon receipt of the grievance, the Office of Clinical Education will submit the grievance to the Regional Assistant Dean in the hub in which the preceptor is assigned, for investigation. In the event the Regional Assistant Dean is unable to perform the investigation, the Associate Dean of Clinical Education will investigate.

5.2.2 Upon completion of the formal investigation, the Office of Clinical Education will perform a grievance review and adjudication of alleged complaints. Depending on the allegation, the Office of Clinical Education may request assistance from the Office of Human Resources for this determination.

5.2.3 Upon completion of grievance process, the Office of Clinical Education will notify the Office of Compliance of the resolution.

5.2.4 The Office of Clinical Education will also notify Office of the Dean and Faculty Affairs if the outcome requires a change in status for the preceptor.

5.2.5 In the case a preceptor can no longer accept students based on the investigation, a preceptor will be changed from “Active” to “Inactive” in CAPRI by Faculty Affairs.

5.2.6 Faculty Affairs will follow their process once a preceptor is moved from Active to Inactive.

5.3 If a grievance is filed with Title IX allegations the Office of Compliance will submit the grievance to the Title IX Coordinator and the Title IX Coordinator will ensure Title IX processes and procedures are followed.

5.6 Every employee, contract faculty, and preceptor is eligible for due process through a thorough investigation by the appropriate department.

5.7 If any party is not satisfied with the decision through completion of the Burrell grievance process, they may report the complaint to:

New Mexico Higher Education Department
Private Post-Secondary Schools Division
2044 Galisteo Street, Suite 4 Santa Fe, NM 87505
Telephone: (505) 476 – 8400
<http://www.hed.state.nm.us/students/complaints.aspx>

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

https://bcomnm.org/bcom_grievance_form/

7. Maintenance

Human Resources; to be reviewed every January.

8. Signature

Signature on File

9.22.2020

Dawn Leake, Director 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.		