

**BURRELL COLLEGE
OF OSTEOPATHIC MEDICINE
POLICY MANUAL**

SECTION: General Administration & Leadership

Policy B2040

TOPIC: Grievance Policy

Approval Date: 05/16
Ratified: 11/29/16
Revised: 02/18, 6/18,
5/19, 10/19, 6/2020,
3/5/2021

Approved: _____
Signature on File

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POLICY

The Burrell College of Osteopathic Medicine has established standards to foster a safe and equitable environment conducive to learning and development. The College shall maintain and publish those procedures necessary for the filing of any grievance by any person or organization regarding the conduct of the College's programs or operations or regarding the conduct of its students, faculty or staff. The College shall provide a means whereby such filings may be made anonymously.

RESPONSIBLE POLICY OFFICIAL(S)

Office of Institutional Effectiveness

PROCEDURE

1. A College community member must first make a concerted effort to resolve the matter informally by discussing their concerns with the party against whom they have a complaint. The accused to whom the complaint is directed must respond orally or in writing within five business days after receipt of the complaint.
2. Any person filing a grievance will have the assurance of the involvement of an impartial representative of the College that is not directly involved in the area of the complaint. Any person filing a grievance can also be assured that no retaliatory action can be taken as a result of filing a complaint.
3. If the grievance cannot be satisfactorily resolved in informal discussions, the complainant can submit a formal written grievance by completing the online form or submitting the form in-person to the Office of Institutional Effectiveness. The complainant has the option to submit an anonymous report by completing the form on the college's website at: http://burrell.edu/bcom_grievance_form/.
4. Anonymous reports may significantly restrict the ability of the administration to investigate and come to resolution. Complainants are encouraged to identify themselves to aid in the investigative and resolution process. The College ensures all such grievances are strictly confidential.
5. The written complaint filed with the Office of Institutional Effectiveness shall include:
 - a. The date
 - b. Location
 - c. Individuals involved
 - d. Summary of events
 - e. Efforts to settle the matter informally
 - f. Remedy sought

6. Once a written grievance is received, 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 administrative resolution.
7. 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 will be forwarded to the appropriate department in the following manner:
 - a. Pre-Clinical or Clinical Education: Academic student-related grievances
 - b. Student Affairs: Non-academic student-related grievances
 - c. Title IX Coordinator: Title IX-related grievances
 - d. Human Resources: Employee/contractor-related grievances
 - e. Office of Research and Sponsored Programs: Research misconduct-related grievances
8. Upon receiving notice of a comprehensive investigation from the Office of Institutional Effectiveness, each department will follow its established grievance review and adjudication procedures.
9. 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.
10. If the complainant has identified him or herself, the complainant will be notified in writing of the resolution.
11. If any party is not satisfied with the decision of the grievance review process, the following applies:
 - Student: may file an appeal with the Dean.
 - Employee: may file an appeal with the President to enact the Conflict Resolution Policy.
12. If any party is not satisfied with the decision through completion of the 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

<https://hed.nm.gov/students-parents/student-complaints>

13. For students who participate in field experiences in Texas, after all of the College's student complaint or grievance 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](#).
14. 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. 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>.

CROSS-REFERENCES:

Policy B1040 Non-Discrimination

Policy B5001 Code of Professional Conduct

Policy B1043 Title IX