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 when a grievance is submitted for an employee, contract faculty, or Burrell preceptor. The procedures are followed to ensure due process occurs.

2. Related Policy/Authority

Burrell Policy B2040

3. Faculty/Staff Responsibilities

Office of Institutional Effectiveness and the Office of Human Resources

4. Definitions/Abbreviations

CAPRI: Clinical and Professional Resource Information System
OIE: Office of Institutional Effectiveness

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 5.3 for Burrell preceptors.

5.1.1 The Office of Institutional Effectiveness will submit the grievance to the Office of Human Resources. Upon receiving the grievance, Human Resources 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.

5.1.2 If a formal investigation is warranted, the Office of Human Resources will conduct such investigation in a timely manner. The Office of Human Resources 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.

5.1.3 When possible and appropriate, the immediate supervisor of the employee the 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.
5.1.4 The 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.

5.2 The investigator will 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 and recommendations for whether any disciplinary action needs to be taken.

5.3 If a grievance involves a Burrell preceptor, the following steps will be utilized. Once a formal grievance is submitted to the Office of Institutional Effectiveness via the Burrell Grievance Form, the OIE will forward the grievance to the Office of Clinical Education.

5.3.1 Upon receipt of the grievance, the Office of Clinical Education will submit the grievance to the Regional Assistant Dean in the regional academic center 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.

5.3.2 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.

5.3.3 Upon completion of grievance process, the Office of Clinical Education will notify the OIE of the resolution.

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

5.3.5 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.

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

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

5.5 Every employee, contract faculty, and preceptor is eligible for due process.

5.6 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.

5.7 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

<table>
<thead>
<tr>
<th>Signature on File</th>
<th>Date</th>
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<tbody>
<tr>
<td>Department Head of Human Resources</td>
<td>9/20/2023</td>
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9. Distribution List
Internal/External

10. Revision History

<table>
<thead>
<tr>
<th>Revision Date</th>
<th>Subsection #</th>
<th>Summary of Changes</th>
<th>New/Cancellation/Replacement Procedure? (if applicable)</th>
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<td>9.22.2020</td>
<td>5</td>
<td>Removed direct wording from Grievance Policy and added information on procedures for after a formal grievance is filed.</td>
<td></td>
<td>9/22/2020</td>
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<tr>
<td>9.20.2023</td>
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<td>Updated names/titles/contact information and clarified steps.</td>
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