

**BURRELL COLLEGE  
OF OSTEOPATHIC MEDICINE  
POLICY MANUAL**

SECTION: General Administration & Leadership

Policy B2040

TOPIC: Grievance Policy

Approval Date: 05/16  
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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 procedures necessary for the confidential 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.

## **RESPONSIBLE POLICY OFFICIAL(S)**

President, Office of Institutional Effectiveness, Office of Student Affairs, Office of Human Resources, Office of Research, Office of Pre-Clinical Education, Office of Clinical Education, Title IX Coordinator

## **PROCEDURE**

### **Informal Complaint**

1. A College community member should first make a concerted effort to resolve the matter informally by discussing their concerns with the party against whom they have a complaint.
2. If the College community member is unable to discuss their concerns with the party against whom they have a complaint, the member may contact the party's immediate supervisor for assistance.
3. The College's Ombuds Service is also available to assist with conflict resolution. Please review the crossed- referenced standard operating procedure regarding this service.
4. If a resolution is reached and those involved are satisfied with the resolution, the matter is closed.
5. The College provides an option on its website for general feedback. All submissions are treated informally and will be received by the Office of Institutional Effectiveness. There is an option to remain anonymous. The submission will be routed to the appropriate department for awareness purposes only. There will be no notification regarding receipt or resolution. The College reserves the right to redirect the general feedback form for review under this policy, if necessary.

### **Formal Grievance**

1. A College community member should first make a concerted effort to resolve the matter informally, if possible. If the matter cannot be satisfactorily resolved informally, the complainant can submit a formal written grievance by completing the online form on the College's website:  
[http://burrell.edu/bcom\\_grievance\\_form/](http://burrell.edu/bcom_grievance_form/)
2. The College ensures all such grievances are strictly confidential to the extent permitted by law.
3. 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.

4. Any person filing a grievance can also be assured that no retaliatory action can be taken as a result of filing a complaint.
5. A formal grievance is collected via an online form on the College website. The form will include the complainant's name, date, type of grievance, location, individuals involved, summary of events, efforts to settle the matters informally (if appropriate), and remedy sought.
6. The grievance form is received by the Office of Institutional Effectiveness with the name of the complainant, date, and grievance type for documentation purposes. The head of the department listed below will receive the routed grievance form which will include the complainant's name, date, grievance type, location, individuals involved, summary of events, efforts to settle the matters informally (if appropriate), and remedy sought:
  - a. Academic student-related grievances: Pre-Clinical or Clinical Education
  - b. Non-academic student-related grievances: Office of Student Affairs
  - c. Title IX-related grievances: Title IX Coordinator
  - d. Employee/contractor-related grievances: Office of Human Resources
  - e. Research misconduct-related grievances: Office of Research
  - f. Discrimination-related (non-Title IX) grievances: Office of Human Resources or Office of Student Affairs
7. In the event there is a conflict of interest in the above routing, the complainant can utilize the online form to send the grievance to the Office of Institutional Effectiveness for review to determine appropriate routing.
8. The department head will review the information submitted in the grievance form 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. Each office will follow its established review and adjudication procedures.
9. The complainant will be notified in writing of the resolution by the department to which the grievance was routed.
10. Once the complaint has been resolved by the appropriate department, a notification of resolution will be forwarded to the Office of Institutional Effectiveness.
11. If any party is not satisfied with the decision of the complaint review process, the following applies:
  - Student: may file an appeal with the Dean.
  - Employee/Contractor: may file an appeal with the President.
12. If any party is not satisfied with the decision through completion of this process, they may report the complaint to:

<p style="text-align: center;"><b><u>New Mexico Campus:</u></b> New Mexico Higher Education Department Private Post-Secondary Schools Division 2044 Galisteo Street, Suite 4 Santa Fe, NM 87505 Phone: (505)-476-8400 <a href="https://hed.nm.gov/students-parents/student-complaints">https://hed.nm.gov/students-parents/student-complaints</a></p>	<p style="text-align: center;"><b><u>Florida Campus:</u></b> Commission for Independent Education 325 W. Gaines Street, Suite 1414 Tallahassee, FL 32399 Phone: 1-888-224-6684 <a href="https://www.fldoe.org/policy/cie/">https://www.fldoe.org/policy/cie/</a></p>
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13. For students who participate in field experiences in Texas, after all of the College's student complaint or complaint 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. The accreditation status of the New Mexico campus extends to the forthcoming Florida campus thus is not considered a separate institution for purposes of SARA. 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/nc-sara>.
15. Any person who knowingly or intentionally files a false complaint under this policy is subject to disciplinary action up to and including termination or dismissal from the College.

**CROSS-REFERENCES:**

Policy B2030 Accreditation Standard Complaint  
Policy B1040 Non-Discrimination  
Policy B5001 Code of Professional Conduct  
Policy B1043 Title IX Policy B2041 Whistleblower  
SOP GA.017 Ombuds Service