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
Informal/Formal Complaint Flowchart

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 Education: academic student-related grievances
Office of Research: research 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 website.
2. When submitting a written formal grievance, individuals must identify themselves.
3. 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, type of grievance, 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
4. Human Resources: all grievances that are employee or contractor-related will be forwarded to the Office of Human Resources. Any employee discrimination complaints will also be forwarded to the Office of Human Resources. The Office of HR follows SOP HR.015 upon receipt.
5. Student Affairs: all grievances that are involving non-academic student related issues are forwarded to the Office of Student Affairs. Any student discrimination complaints will also be
forwarded to the Office of Student Affairs. Upon receipt, Office of Student Affairs follows SOP SA.015.

6. Office of Pre-Clinical or Clinical Education: all grievances involving student-related academic allegations. Upon receipt SOP AA.003 will be followed.

7. 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.

8. Office of Research: Any research related complaint will be forwarded to the Office of Research and SOP RSP.021 will be followed.

9. 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.

10. Upon receiving the routed grievance form, each department will 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 as mentioned above.

11. The complainant will be notified in writing of the resolution by the department to which the grievance was routed.

12. Once the complaint has been resolved by the appropriate department, a notification of resolution will be forwarded to the Office of Institutional Effectiveness.

13. If an individual is not satisfied with the decision of the grievance review process, the following applies:
   a. Employee/Contractor: may file an appeal with the President of the College by submitting an appeal letter to president@burrell.edu.
   b. Student: may file an appeal with the College Dean by submitting an appeal letter to dean@burrell.edu.

14. If any party is not satisfied with the decision through completion of this process, they may report the complaint to:

<table>
<thead>
<tr>
<th>New Mexico Campus:</th>
<th>Florida Campus:</th>
</tr>
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15. 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.

16. 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/student-complaints.

17. 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.

### 6. Reports/Charts/Forms/Attachments/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

### 7. Maintenance

Reviewed annually by the Office of Institutional Effectiveness.

### 8. Signature

Approved by Department Head of Office of Institutional Effectiveness 7.10.2024

### 9. Distribution List

Internal/External

### 10. Revision History

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<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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<tr>
<td>2.13.23</td>
<td>2,3,5</td>
<td>Cross-referenced additional policies; updated Office of Institutional Effectiveness</td>
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<tr>
<td>6.2.2023</td>
<td>5</td>
<td>Updated procedures to include informal process.</td>
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<td>7.17.2023</td>
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<tr>
<td>7.10.2024</td>
<td>All</td>
<td>Updated to align with the Grievance Policy Revisions.</td>
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