

Policy: 8.3 Student Grievance and Complaint Policy

Students are encouraged to resolve concerns at the lowest appropriate level whenever possible. Examples of concerns that may be addressed through this process include:

- Academic concerns
- Clinical education concerns
- Faculty or staff interactions
- Program policy concerns
- Learning environment concerns
- Professional conduct concerns

Students should first discuss concerns with the individual directly involved whenever appropriate. If resolution is not achieved, concerns may be elevated to the Course Director, Academic Advisor, Director of Clinical Education, or Program Director as appropriate. If a concern cannot be resolved at the program level, students may utilize applicable University grievance, appeal, discrimination, harassment, or misconduct procedures. Students will not be subject to adverse action solely for filing a complaint in good faith. Records of formal complaints and resolutions will be maintained in accordance with University record-retention requirements.

8.3.1 Reporting Harassment, Discrimination, or Retaliation

Students are encouraged to report concerns promptly so that appropriate action may be taken to address the situation and protect all parties involved.

Depending on the nature of the concern, reports may be made to:

- Program Director
- Director of Didactic Education
- Director of Clinical Education
- Faculty Advisor
- Dean of Students
- Title IX Coordinator
- Student Accessibility and Resources Office
- Human Resources (when appropriate)
- University Police Department (for emergencies or criminal matters)

Students may report concerns directly to University offices without first reporting through Program channels.

8.3.2 Student Grievances

A grievance is a complaint alleging unfair treatment, inappropriate conduct, inconsistent application of policies, or actions that adversely affect a student's educational experience.

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Students are encouraged to seek informal resolution whenever appropriate by discussing concerns with the individual involved or with Program leadership. Informal resolution is not required when the complaint involves harassment, discrimination, retaliation, sexual misconduct, or other circumstances where informal resolution would be inappropriate. If a concern cannot be resolved informally, students may pursue formal grievance procedures in accordance with University policies and procedures.

8.3.3 Academic Complaints

Students who wish to challenge a course grade, academic decision, progression determination, or other academic matter shall follow applicable University and Program academic appeal procedures.

Academic complaints are addressed through established academic review processes and are separate from harassment, discrimination, and misconduct investigations. Nothing in this policy limits a student's right to pursue institutional grade appeal or academic complaint procedures.

8.3.4 Complaints During Supervised Clinical Practice Experiences

Students participating in supervised clinical practice experiences who experience harassment, discrimination, retaliation, unsafe conditions, mistreatment, or other concerns are encouraged to report the matter immediately.

Concerns may be reported to the Director of Clinical Education, Program Director, clinical preceptor, clinical site representative, Title IX Office, or other appropriate University officials. The Program will work collaboratively with clinical sites and institutional offices to review concerns, protect student safety, and determine appropriate corrective actions when necessary.

8.3.5 Investigation and Resolution

Reports submitted under this policy are reviewed in accordance with applicable University policies and procedures. Depending upon the nature of the complaint, the matter may be referred to the Title IX Office, Dean of Students, Academic Affairs, Student Accessibility and Resources

Office, University Police Department, or other appropriate University office.

Investigations are conducted by the appropriate institutional office and are intended to ensure fairness, due process, confidentiality, and compliance with applicable laws and regulations. The Program fully cooperates with institutional investigations and implements recommendations or corrective actions as appropriate.

8.3.6 Protection Against Retaliation

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Retaliation against a student who reports a concern in good faith, participates in an investigation, serves as a witness, or exercises rights under University policy is prohibited.

Allegations of retaliation shall be reviewed and addressed through the same procedures used for other complaints under this policy.

8.3.7 Appeals

Students have access to institutional appeal procedures when provided for under applicable University policies. Appeals are reviewed through established administrative channels designed to ensure fairness, consistency, and compliance with institutional requirements.

The availability and scope of appeal rights depend upon the nature of the complaint and the governing institutional policy.

8.3.8 Records and Confidentiality

Records associated with complaints and investigations are maintained in accordance with University record retention requirements and applicable privacy laws.

The University and Program will make reasonable efforts to protect confidentiality while conducting a thorough review of reported concerns and complying with legal and institutional obligations.

8.3.9. Annual Review

This policy shall be reviewed annually by the Program Director and revised as necessary to maintain consistency with University policies, federal and state regulations, and ARC-PA accreditation standards.

Last Revision Date: 8/2026
Review Date: 8/2026