

Policy Number: 02-30-055

Policy Title: STUDENT GRIEVANCE AND APPEAL

Effective Date: March 22, 2016

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1. Policy

The purposes of this policy is to provide OHSU students an opportunity to resolve issues and conflicts relating to the student's role as student, the student's activities within a school or college, or relating to decisions made on the basis of any policies or procedures thought by the student to be unfair. Students may not grieve assigned grades or disciplinary actions. Student grievances are initiated and submitted in accordance with applicable school or college procedure. Each school or college shall make available to students the OHSU policy on Student Grievance and Appeal.

Student concerns that are within the responsibility of an OHSU department outside of the school, college or academic affairs, such as concerns regarding prohibited discrimination, will be referred to the appropriate OHSU office.

2. Informal Conflict/Issue Resolution

While a formal process has been developed to address student grievances, OHSU encourages conflict resolution at the lowest level possible and supports use of informal mechanisms and resources available to students when possible, for example, students may:

- bring the conflict and/or issue to the attention of the other party involved, and attempt to resolve the matter in a respectful and professional manner;
- utilize the university Ombudsman to assist in resolution of the matter and identify resources for mediation, student support services, etc.;
- discuss the issue/conflict with the program director, or, if not comfortable discussing the conflict with the program director, with the associate dean.

3. Formal Grievances

A. Initiation of Grievance Process

If the student is unable to resolve the conflict/issue informally, with or without the assistance of others, the student may file a written grievance with the dean that describes the nature of the grievance, circumstances surrounding the grievance, previous efforts to resolve, and the requested remedial action.

If the student concern is related to a conflict/issue outside of the school, the student may bring the matter to the attention of the leader of the specific department or unit and follow the recognized process for resolution.

- B. Grievance Process
Once a formal grievance is filed, the dean of each school or college will appoint a panel (“grievance panel”) for the purposes of reviewing the grievance. The grievance panel is responsible for conducting an impartial review of the grievance. The review may include, but is not limited to, interviewing the parties and witnesses and reviewing relevant documentation.

- C. Resolution and Grievance Panel Recommendation
 - 1) If at any time during the grievance process a resolution is reached, the grievance panel will prepare a statement of understanding for all parties to sign. If resolution is not reached, the grievance panel completes its review and prepares a recommendation for the dean.
 - 2) The dean will consider the recommendation of the grievance panel and make a final decision regarding the student grievance proceeding. A copy of the dean’s decision will be sent to all parties and members of the grievance panel.
 - 3) The student may appeal the decision of the dean to the provost, under the circumstances described in Section 4.

4. Right to Appeal

- A. A student may appeal the dean’s decision in writing to the provost within 10 business days after receipt of the decision. Appeals to the provost shall be sent to the OHSU Office of Student Affairs and may only be made upon the following grounds:
 - 1) The school or college failed to follow established procedures with respect to the decision appealed from and the error resulted in prejudice to the student;
 - 2) New material information is available that could not have been presented at the time of the proceedings at the school;
 - 3) The decision is in conflict with applicable laws, rules or OHSU policies.

- B. The decision of the provost is final.

Revision History: October 25, 1996; March 7, 2001; February 7, 2002; March 22, 2016

Responsible Office: Academic and Student Affairs, academicpolicy@ohsu.edu

Related Documents: [Student Grievance Procedure](#); [Policy Definitions](#)