

Student Grievance Procedure

Policy Number: 02-30-055

Applies to: students

1. Policy Statement:

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 procedures.

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

2. Informal Conflict/Issue Resolution

- a. Students are encouraged to resolve the grievance through an informal process whenever possible. If the student grievant does not feel comfortable discussing the problem with all involved parties directly, they may discuss the grievance with the program director or appropriate associate dean.
- b. The program director or appropriate associate dean will meet with all involved parties and try to reach informal resolution. In some cases, this process may involve an independent third party mediator.

3. Formal Grievances:

- a. Initiation of Grievance Process
 - i. If the student is unable to resolve the grievance informally, the student may file a written grievance with the appropriate associate dean within 10 business days after the termination of the informal resolution phase. The written grievance should describe the nature of the grievance, circumstances surrounding the grievance, previous efforts to resolve, and the requested remedial action.
- b. Grievance Process
 - i. Within 10 business days, the dean will appoint a grievance panel. One member of the panel will be appointed to serve as chair. It is the responsibility of the chair to convene and recess the proceedings as appropriate.
 - ii. The grievance panel will meet within 10 business days, at a time and place determined by the chair. The chair is responsible for sending written notification to all involved parties.
 - iii. The grievance panel is responsible for conducting an impartial review of the grievance. The grievance panel will notify the student of any guidelines related to the submission of documents, requested witnesses, and other supporting materials for the purposes of the proceedings. If the student perceives a bias in the appointment of certain grievance panel members, the student may challenge for cause by notifying the dean within 5 business days.

- iv. The chair must maintain an audio record of the proceedings. All grievance panel sessions except for deliberations will be audio recorded.
 - v. The grievance panel may consider additional information or documentation from the student and/or other individuals with information pertinent to the proceedings, prior to the grievance panel finalizing its recommendation.
 - vi. Each party has the right to bring an advisor or support person to the proceedings. If the advisor or support person is an attorney, the student must notify the dean at least 5 business days prior to the proceedings.
 - vii. All grievance panel proceedings will be closed to the public.
- c. Resolution and Grievance Panel Recommendation
- i. 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 and file the statement with the dean. If resolution is not reached, the grievance panel will complete its review and prepare a recommendation for the dean within 10 business days. The grievance panel will prepare a report summarizing the panel's findings and recommend a solution or determination of the grievance. A copy of the report will be forwarded to the dean and all parties.
 - ii. The dean will consider the recommendation of the grievance panel and make a decision on the grievance within 10 business days of receipt of the report. A copy of the dean's decision will be sent to all parties and members of the hearing committee.
 - iii. The decision is the final action for the dean.

4. Right to Appeal

- a. The student has the right to appeal the decision of the formal grievance process to the provost on the ground outlined in Policy 02-30-055 within 10 business days of the date on the written decision.
- b. The provost shall review the matter and notify the student in writing of a final decision within 30 calendar days. The decision of the provost is final.