Student Grievance Form

A grievance is an educational or personal issue or condition that a student believes to be unfair, inequitable, discriminatory, or a hindrance to his/her education other than a grade appeal. If a student wishes to have a faculty member reconsider a grade assigned for coursework or a final grade, he or she should first contact the instructor directly. In the event the grade-related issue is unresolved in this manner, the student should follow the grade appeal procedure as described in the ACTCM Catalog and Student Handbook.

Students expressing a concern about the application of college policy, academic or non-academic, should first attempt to seek informal resolution of the matter directly with the faculty or staff member involved.

If the concern is not resolved in this manner, the student can discuss the concern with a member of the Student Success and Retention Committee (SSRC) or a staff member of the Doctorate in Acupuncture and Oriental Medicine (DAOM) program. The staff member will discuss the matter with his/her colleagues, take appropriate action, and respond to the student about the concern within 15 days. The staff members of the SSRC include the Director of Student Affairs, the Academic Advisor, and the Academic Support Administrator. The staff members of the DAOM program include the Dean of DAOM program and the Doctoral Program Assistant.

If such informal procedures do not result in an equitable resolution of the matter, the student may submit a formal grievance form. A formal grievance must be submitted to the Director of Student Affairs or the Dean of DAOM program, who will treat the matter as high priority. The Director/Dean will contact the supervisors of the staff or faculty members directly involved to reach a resolution. The Director/Dean and the supervisor will take appropriate action and the Director/Dean will respond to the student with 15 days of submission of the formal grievance. The grievance form must be completed within 6 months of the incident(s) related to the grievance.

If a suitable remedy for the grievance cannot be reached through the submission of the grievance form, the Director of Student Affairs or Dean of DAOM program will submit the grievance form with all other relevant documents to the Vice President for Academic Affairs or the Director of Human Resources. The matter will be presented to the President’s Council to arrive at a successful resolution.

The student also retains the option to submit an appeal to the accreditation commissions for the college. The current commissions are the Accreditation Commission for Acupuncture and Oriental Medicine (ACAOM) and the Bureau for Private Postsecondary Education (BPPE).

The Director of Student Affairs and the Dean of DAOM program will keep a log of all formal complaints.

10/29/2013
Student Grievance Form
Process Outline

1. Student discusses concern directly with staff or faculty
2. Concern is not resolved
3. Student discusses concern with SSRC or DAOM staff
4. Concern is not resolved
5. Student discusses concern with SSRC or DAOM staff
6. Concern is shared with other SSRC or DAOM staff
7. Appropriate actions is taken
8. Student receives response within 15 days
9. Concern not resolved
10. Student completes grievance form and submits to Student Affairs or DAOM office
11. Grievance form is shared with the appropriate supervisor
12. Appropriate action is taken
13. Student receives response within 15 days
14. Concern not resolved
15. Grievance form, notes and other relevant documents are submitted to VPAA or Director of Human Resources
16. VPAA/HR Director and President’s Council make decision within 15 days
17. Decision process complete
18. Concern resolved

9/10/2013
Student Grievance Form

Name of Student: ___________________________________ Date: ________________

Phone: ______________________ E-mail: ________________________________

Provide a statement that briefly and clearly outlines the nature of your grievance. (Additional pages may be attached)

__________________________________________________________________________

What attempts have you made to resolve this complaint or grievance with the individual(s) involved? Please describe the outcome. (Attach any additional comments, if necessary)

__________________________________________________________________________

What remedy or corrective action are you requesting?

__________________________________________________________________________

The information I am providing in this statement is true, accurate, correct and complete to the best of my knowledge.

Signature: ________________________________ Date: ________________

10/29/2013