Section 7 Student Policies Subject 7.1 Student Services and Activities **Policy 7.1.14 Student Non-Academic Grievance Procedures**	1/15/96 - Originated 12/09/10 - Reviewed w/ changes - Reviewed w/o changes Student Affairs - Author

Student Non-Academic Grievance Procedures

Policy

Policies and grievance procedures exist for discrimination (Policy 3.2.1), sexual harassment (Policy 3.2.4), sexual assault (Policy 7.1.12) and other non-academic matters (Policy 7.1.13). Students should process their grievances or appeals through the appropriate channels. Procedures are delineated in Section II of this document. Students are encouraged to bring their concerns to the designated student affairs dean of their school. The student affairs dean in each school is:

- Senior Associate Dean - Graduate School of Biomedical Sciences
- Associate Dean of Student Affairs - School of Health Professions
- Associate Dean for Student Affairs - School of Medicine
- Director of Admissions and Student Services- School of Nursing

The student affairs officer of each school is given the primary responsibility for responding to student questions and complaints of sexual harassment, sexual assault and discrimination. However, students may also address their questions or complaints to the department chairperson, ombudsman or Equal Opportunity Officer. In such cases, the chairperson or the administrator may contact the student affairs officer for consultation. In cases of sexual assault, students are advised to contact University Police at 2-111 (on campus) or 772-1111 (from off campus).

Students and administrators may also refer to the UTMB Student Conduct and Discipline Policy (7.1.3) related to conduct violations, hearing procedures, appeals and penalties.

Grievance Procedures- Departmental Policy

The student should first seek resolution to the grievance (discrimination, sexual harassment or other non-academic concern) through an appointment with the relevant department/office within 5 working days from the action or condition giving rise to the grievance. If, within 3 working days thereafter, the chairperson/ program director and the student cannot resolve the grievance, the student should file a written complaint with the dean of the relevant UTMB School and seek an appointment with the dean or the dean's designee (e.g., student affairs officer) within **3 working days**.

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Dean or Dean's Designee

Upon receipt of the written complaint the dean or dean's designee will meet with the student usually within **three (3) working days**. Following the appointment with the student, the dean or the designee will elect to:

- call for the appropriate faculty committee to investigate the grievance and make recommendations concerning the matter, or;
- choose to investigate the matter himself or herself, or;
- choose to seek guidance and counsel from the UTMB Student Equal Opportunity Officer and Diversity Officer.

If the decision rendered by the dean is unsatisfactory to the student, the student may appeal to the president within **10 working days**. The President shall render a final decision.

Student Office of Equal Opportunity

A student having complaints involving alleged discrimination or sexual harassment has the option not to use the traditional procedure for handling grievances, but to seek initial counseling from the Student Equal Opportunity Office within **5 working days** from the action or condition giving rise to the complaint. After consulting with the student, the Student Equal Opportunity Officer shall consult with the relevant Student Affairs Officer concerning the matter, and the Student Affairs Officer shall have the opportunity to initiate an inquiry, allowing every opportunity for the complaint to be channeled back through the traditional grievance procedure. The Student Equal Opportunity and Diversity will begin an inquiry into the allegations and make recommendations to the President, who shall render the final decision.

Student Ombudsman

The ombudsman serves as an alternate source of information for students concerning the details of making a formal complaint. The ombudsman can detail the procedures and safeguards afforded student to resolve grievances. The ombudsman shall deal with student concerns by facilitating expeditious resolutions whenever possible. The ombudsman may refer the student to other UTMB channels if they have not been utilized adequately.

Reference

IHOP 8.2.2 Policy on Annual Security Report (ASR) and Annual Fire Safety Report