

Institutional Handbook of Operating Procedures
Policy 07.01.13

Section: Student Policies	Responsible Vice President: EVP & Provost, School of Medicine
Subject: Student Services and Activities	Responsible Entity: Council of Deans

I. Title

Student General [Grievance](#) Procedures

II. Policy

A. [Grievances](#) Covered by This Policy

This policy provides the grievance procedures for allegations by a student concerning (1) a university employee, (2) administrative policies, procedures, regulations, or requirements of the university, (3) actions impeding a campus climate of intellectual diversity, (4) student employment, or (5) a university program, service, or activity.

B. [Grievances](#) Not Covered by This Policy

1. Issues of Sexual Harassment and Discrimination. The Department of Internal Investigations including the Title IX Office has 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 faculty, department chairperson, student affairs dean, or ombudsman. In such cases, the chairperson or the faculty/administrator must contact the Department of Internal Investigations 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) in an emergency or the Title IX Office to file a complaint. (See IHOP Policies [03.02.01 Nondiscrimination, Equal Employment Opportunity and Affirmative Action](#) and [07.01.11 Student Sexual Misconduct, Sexual Harassment, and Sexual Assault](#))
2. Grade and Academic Evaluation Disputes. Each school has grievance procedures for grading or other academic disputes provided in the following policies:
 - a) [IHOP Policy 07.01.16 Graduate School of Biomedical Sciences Grading and Evaluation.](#)
 - b) [IHOP Policy 07.01.18 School of Medicine – Appeal of Examination Score, Evaluation, or Course Grade.](#)
 - c) [IHOP Policy 07.01.20 School of Health Professions Student Appeals of Grading and Unsatisfactory Academic Performance.](#)
 - d) [IHOP Policy 07.01.22 School of Nursing – Academic Appeal: Grading and Evaluation.](#)
3. Students and administrators will refer to IHOP – 07.01.03 - Student Conduct and Discipline Policy on matters related to conduct violations, hearing procedures, appeals, and penalties.

III. Informal Resolution

- A. Students are encouraged to seek informal resolution to the grievance prior to initiating a formal [grievance](#) under this policy. Students may make an appointment with the relevant

department/office to discuss the circumstances giving rise to the grievance within five (5) working days from the action or condition giving rise to the grievance.

B. Student Ombudsperson

The primary role of the Student Ombudsperson is to provide students and academic leadership with a resource to assist them in resolution of areas of concern or conflict. The Ombudsperson is a resource and a champion for fair processes while remaining neutral and considering all sides of a question in an objective and impartial manner. The Student Ombudsperson has no other titles, academic roles, or administrative affiliations.

For further information, please refer to <http://www.utmb.edu/ombudsman/>

IV. Formal Grievance Procedures

A. If, within three (3) working days of meeting the chairperson/program director/ombudsperson/student affairs dean, the student cannot resolve the grievance, the student should submit a completed [Student General Grievance and Resolution](#) form to the student affairs dean or designee of the relevant UTMB School. The dean or the dean's designee (e.g., student affairs officer) should schedule a meeting with the student within three (3) working days. The student affairs dean of each school is:

Associate Dean of Student Affairs - Graduate School of Biomedical Sciences
Associate Dean of Academic and Student Affairs - School of Health Professions
Associate Dean for Student Affairs - School of Medicine
Assistant Dean of Admissions and Student Affairs- School of Nursing

B. Upon receipt of the written grievance, the dean or dean's designee will meet with the student, usually within five (5) working days.

C. Following the appointment with the student, the dean or the designee will elect to:

- 1.** Call for the appropriate faculty committee to investigate the grievance and make recommendations concerning the matter; or
- 2.** Choose to investigate the matter him or herself; or
- 3.** Refer the matter or the student to another department of UTMB for investigation.

D. Based on the information obtained through the investigation of the [grievance](#), the designated student affairs dean or entity that conducted the investigation will prepare a written report that includes the factual findings, whether the grievance was substantiated, and any recommendations made or actions taken in response to the findings. The student will be provided a copy of the report.

E. If the decision rendered by the dean is unsatisfactory to the student, the student may appeal to the Dean of the School, in writing, within five (5) working days.

F. The Dean will render a decision, which may be appealed to the Provost, in writing within five (5) working days.

G. The Provost will render a final decision.

V. Record of Student Grievances

A. The student affairs dean of each school will maintain a record of grievances made by students in

accordance with this policy.

- B.** A centralized database of student grievances will be maintained in order to track student grievances and ensure consistent outcomes institution wide. The student affairs dean or designee is responsible for inputting grievance information into the database. The information in this database will be de-identified.

VI. Definitions

General Grievance: A non-academic grievance or appeal is an allegation by a student concerning (1) a university employee, (2) administrative policies, procedures, regulations, or requirements of the university, (3) actions impeding a campus climate of intellectual diversity, (4) student employment, or (5) a university program, service or activity, which is not governed by a process contained in another policy.

VII. Related UTMB Policies and Procedures

[IHOP - 08.02.02 - Campus Security Reporting](#)

VIII. Dates Approved or Amended

<i>Originated: 1/15/1996</i>	
<i>Reviewed with Changes</i>	<i>Reviewed without Changes</i>
12/09/2010	
04/27/2016	
07/10/2020	

IX. Contact Information

Graduate School of Biomedical Sciences – (409) 772-2665
 School of Health Professions - (409) 772-9411
 School of Medicine - (409) 772-1442
 School of Nursing - (409) 772-8271