

# CT HANDBOOK: STUDENT GRIEVANCE

## Student Grievance

### Purpose

The CT Practicum strives to promote an educational environment that values fair and equitable treatment among students, faculty, and staff. Despite this goal, differences among individuals may occasionally lead to conflicting circumstances that require a process for resolution to take place. The purpose of the Student Grievance Policy is to provide a framework to effectively resolve any justified complaint or grievance without retaliation.

### Examples or Types of Grievances (but not limited to)

- Acts or threats of intimidation
- Acts or threats of physical aggression
- Acts of bias or unfair treatment by a fellow student, faculty or staff member which adversely effects the learning process
- Violation of student rights and responsibilities

### Procedure

1. Informal Process - Ideally, grievances can be resolved informally among the parties involved. Therefore, before a formal grievance process takes place, the student is encouraged to meet with the individual whose behavior warranted the grievance. If this action is not feasible, the student should contact the program director for possible resolution. A final option for informal resolution is to utilize an Ombudsperson. The Ombudsperson identified for students on the UNMC campus is located in the Student Counseling Department. The informal meeting must take place within two weeks of the occurrence that caused the grievance.
2. Formal Process- If the student is not satisfied with the results of the informal process, or an informal resolution is not possible then he/she should initiate the formal process within 30 days of the occurrence.
  - a. A formal statement of the grievance must be presented in writing to the Department Chair within the timeframe specified. (If the Chair is the individual involved, then the formal statement should be submitted to the Dean of the College of Allied Health Professions). The formal statement must include the following items: A) Full name, address, and telephone number of the person(s) making the charge; B) Full name of each person being charged, location of employment, and work telephone number; C) A concise and factual description of the specific incident(s) surrounding the grievance violation (the description should include a timeline of events); D) A proposed resolution
  - b. The Chair (Dean, if applicable) will review the facts surrounding the grievance. If there is justified evidence that a grievance exists, then the grievance will be forwarded to the Faculty-Student Appeals (Grievance) Committee.

- c. Within two weeks after receiving the alleged grievance, the committee members will review the statement, convene to discuss the issues at hand, hear testimony, and consider all other facts pertaining to the grievance.
- d. Both parties will have the right to present testimony, evidence, and witnesses. Each party shall have the right to seek legal counsel in the preparation of statements concerning the grievance; however, they may not be represented by counsel in discussions with the committee. Each party shall have the right to hear all testimony surrounding the grievance. The hearing will be closed to the public.
- e. In all proceedings where the complaint touches upon questions of policies, rules and regulations, the Faculty-Student Appeals (Grievance) Committee shall be guided by written policies, rules and regulations. The committee will make a decision on the grievance charge after reviewing all facts, testimony, and documentation. The committee's decision or resolution will be made within two weeks following the hearing. Both parties involved will be notified of the decision in writing. A summary record of the proceedings will be maintained in a confidential file.

The student may appeal the decision of the Faculty-Student Appeals (Grievance) Committee, to the Office of the Dean. The Dean will review all documents surrounding the grievance, and make a decision within two weeks of receiving the appeal. Both parties involved will be notified of the decision in writing. The decision by the Dean will be final.

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