SOAHS STUDENT COMPLAINT AND GRIEVANCE PROCESS SETTLEMENT FORM

The purpose of this form is to document steps taken to address and resolve student concerns during the complaint/grievance process. The form should be completed at each level of the complaint/grievance process with signatures of student and party designated at that step. Please review and utilize the SOAHS Student Complaint and Grievance Policy Procedures Summary document for guidance as you complete the process.

NAME: ___________________________________________ STUDENT ID#: _____________

Email: ___________________________________________ Phone: ______________________

Street Address: ________________________________________________________________

City: ___________________________________________ State: ___________ Zip Code: ___________

Check one: ___ Academic Issue   ___ Non-Academic Issue*   ___ Hazing   ___Other

* - harassment  __ discrimination  __ disability accommodations  __ Other __________ (list)

STEP 1 – Course Instructor or Staff Members in Relevant University Offices
Meet with the course instructor or staff to discuss the appeal request.

1. Explain in detail the nature of the appeal or grievance. (Attach your narrative summary with stated grounds for the appeal, relevant evidence/documentation, as appropriate and the desired outcome to remedy the issues).

2. Was the matter resolved at this Step (1)? Yes ☐ No ☐

3. If “No,” please explain the rationale and what was discussed in the section below, and proceed to Step 2.

4. If “Yes,” please explain below, the action that was taken to resolve this grievance at Step 1. Attach additional pages, as needed.

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________________________________________ ____________________________
Student Signature Date

________________________________________ ____________________________
Faculty/Staff Signature Date

Rev Sum 2017 Student Affairs
**SOAHS STUDENT COMPLAINT AND GRIEVANCE PROCESS SETTLEMENT FORM**

**STEP 2 – Division Director or Staff Members in Relevant University Offices**

If the matter/issue was not resolved at Step 1, the student may proceed to Step 2. The student must seek resolution at the Division Level by requesting a meeting and submitting the results of Step 1 to the Division Director.

1. Have you met with the course instructor or staff to discuss the appeal request/issue?
   - Yes ☐
   - No ☐

2. Explain in detail the nature of the complaint or grievance. (Attach your narrative summary with stated grounds for the appeal, relevant evidence/documentation, as appropriate and the desired outcome to remedy the issues).

3. Was the matter resolved at this Step (2)?
   - Yes ☐
   - No ☐

4. If “No,” please explain the rationale and what was discussed in the section below and proceed to Step 3.

5. If “Yes,” please explain the action that was taken to resolve this complaint/grievance/issue at Step 2.

Attach additional pages, as needed.

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Student Signature               Date

_________________________  __________________________
Division Director Signature    Date
STEP 3 – SOAHS’ Director of Student Affairs, Dean’s Office or Staff members in Relevant University Offices

If the matter was not resolved at Step 2, the student may proceed to Step 3. The student must seek resolution with the assistance of the SOAHS Director of Student Affairs by requesting a meeting and submitting the results of Step 1 and 2 to the Director of Student Affairs.

1. Have you met with the Division Director to discuss the complaint/ grievance/issue?  
   Yes ☐  No ☐

2. Explain in detail the nature of the complaint/grievance/issue. (Attach your narrative summary with stated grounds for the complaint/grievance/issue, relevant evidence/documentation, as appropriate and the desired outcome to remedy the issue).

3. Was the matter resolved at this Step (3)?  Yes ☐  No ☐

4. If “No,” and you are a graduate student, proceed to “Graduate Students Only” instructions. If no, and you are an undergraduate student proceed to “Undergraduate Students” instructions.

5. If “Yes,” please explain the action(s) that was taken to resolve this complaint/grievance/issue at Step 3. You may attach additional pages, as needed.

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_________________________________  ___________________________________  
Student Signature                    Date

_________________________________  ___________________________________  
Director, Student Affairs Signature  Date
Graduate Students Only – Dean, School of Graduate Studies and Research or Appropriate University Office Official/Administrator

If the matter was not resolved at Step 3, the graduate student may seek resolution further at the Graduate Dean’s level, by submitting the results of Steps 1 – 3, along with any other requested documentation, to the Graduate Studies Graduate Council, for review and consideration.

The student may appeal further to the Provost if the matter is not settled at the Graduate Dean’s level.

Undergraduate Students – Provost, Vice President – Academic Affairs

If the matter was not resolved at Step 3, the student may seek resolution further with the office of the Provost, Vice President – Academic Affairs by submitting the results of Steps 1 – 3, along with any other requested documentation, to that office for review and consideration.

FOR OFFICE USE ONLY

Notification mailed and emailed to student by the School of Allied Health Sciences on: ______________________________ by: ______________________________

and/or

Notification received by student in office on: ______________________________

Student Signature: ______________________________

Acknowledgement of Final Decision

Copy Issued to: ☐ Division Director ☐ Academic Dean