

GRIEVANCE POLICY

Any student with a grievance they feel has not been covered under the procedures for appeal of a grade, misconduct/infractions, and dismissal policies may appeal to the academic committee for resolution.

PROCEDURE FOR GRIEVANCE POLICY

Purpose: The purpose of this policy is to establish a fair, transparent, and efficient process for students to submit complaints regarding academic matters, administrative issues, or other concerns related to their experience at Saint Michael College of Allied Health (SMCAH).

Scope: This policy applies to all current students enrolled at Saint Michael College of Allied Health.

Policy Statement: SMCAH is committed to providing a supportive and conducive learning environment for all students. SMCAH recognizes that students may encounter concerns or issues during their academic journey and is dedicated to addressing these concerns promptly and fairly.

1. Types of Complaints Covered:

- This policy covers complaints related to academic matters, administrative issues, discrimination, harassment, and grievances regarding student services.

2. Submission Process:

- Students may submit complaints using the designated complaint form available on the college website or by contacting the Campus Director directly.
- Complaints should include a detailed description of the issue, relevant evidence or documentation, and contact information for follow-up communication.

3. Designated Point of Contact:

- The Campus Director is responsible for receiving, reviewing, and managing student complaints.
- The Campus Director will ensure complaints are addressed promptly, impartially, and confidentially.

4. Investigation and Resolution:

- Upon receipt of a complaint, the Campus Director will initiate an investigation to gather relevant information and evidence.
- Complaints will be resolved through informal mediation whenever possible. If mediation is unsuccessful or if the complaint warrants formal investigation, the Campus Director will follow established procedures for conducting a thorough investigation and reaching a resolution.
- Students will receive regular updates on the status of their complaints and will be informed of the outcome once the investigation is complete.

5. Hearing Process

- The Campus Director shall notify the student and the faculty member involved in the hearing process of the time and place for a hearing to determine whether the student's conduct has warranted dismissal. The academic committee will follow the process of the grade appeal hearing outlined in the catalog.
- The Campus Director shall write the committee's decision to the student making the appeal and the faculty member.
- The student may appeal the decision of the academic committee to the President/Program Director, which will be referred to the governing board. The decision of the board of governors will be final.
- A student will not be subjected to unfair actions due to initiating a complaint proceeding.

6. Appeals Process:

- Students who are dissatisfied with the outcome of their complaint may appeal the decision following the college's established appeals process.

- If the student complaint cannot be resolved after exhausting the college's grievance procedure. In that case, the student may file a complaint with the District of Columbia Higher Education Licensing Commission, 1050 First Street, NE, 5th Floor, Washington, DC 20002.
- A written complaint may also be submitted to the Council on Occupational Education (COE), 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350. Tel: 770 396 3898.
<http://council.org>.

7. **Confidentiality and non-retaliation:**

- All complaints will be handled confidentially, and information will only be shared with individuals directly involved in the investigation and resolution process.
- Saint Michael College of Allied Health prohibits retaliation against students who submit complaints or participate in complaint proceedings.