



Department of Occupational Therapy

Policy 21.0. *Student Grievances*

POLICY PURPOSE

To establish a mechanism for students who believe they have been discriminated against on an academic or non-academic basis and have these concerns reviewed by an objective body or request an appeal of sanctions related to academics or conduct.

POLICY STATEMENT

For students who believes they have been discriminated against on an academic or non-academic basis because of race, color, creed, national origin, gender, age, religion, veteran status, sexual orientation, genetic information, or disability shall follow this appeal process through CAHS. Students are referred to the CAHS guidelines for further review.

Procedure:

1. Student will submit a formal grievance in writing to the Department Chair. At this point, the Department Chair may or may not initiate a meeting with the student.
2. The Chair will then form a Departmental Grievance Review Committee.
3. The Departmental Grievance Review Committee will be composed of two members (staff and/or faculty) of the OT Department and one external member (staff or faculty) of the CAHS.
4. The student will be given the opportunity to meet with the Departmental Grievance Committee, and contacted by email notification regarding date, time, and place of meeting.
5. The Committee will review all existing materials presented by the student upon formal grievance letter to the chair. At the first meeting, the Committee will decide on the specific data collection and review procedures to be followed.
6. The Committee may take additional information from any party involved on an individual basis.
7. The Committee may meet separately with the student and the faculty/staff member in an attempt to resolve differences. Each party should be prepared to present clear, concise, complete information to the committee and be prepared to answer questions from the Committee members.
8. All oral discussions during the meeting will be audio recorded.
9. All Committee meetings/deliberations are closed.
10. All written and tape recorded materials as well as minutes of Committee deliberation will be



submitted to the Chair along with the recommendation within three working days of the conclusion of the meeting.

11. The Department Chair will render a decision/recommendation in writing to the student, the CAHS Dean, and any faculty/staff involved after full consideration of the Committee's recommendation.
12. The student may appeal the Chair's decision/recommendation to the Dean of the CAHS. This written appeal must be submitted within five working days of notification of the Chair's action.
13. For further action on grievance appeals, refer to the CAHS and AU Grievance policies.
14. The student shall not be harassed or penalized for proper utilization of the grievance procedure.
15. All concerns will be managed in a confidential and timely manner by the Department and the Grievance Committee and within the Institution's policies and procedures.

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ACOTE STANDARD

A.4.7 Policies and procedures for handling complaints against the program must be published and made known. The program must maintain a record of students' complaints that includes the nature and disposition of each complaint.