



UNIFORMED SERVICES UNIVERSITY OF THE HEALTH SCIENCES
COLLEGE OF ALLIED HEALTH SCIENCES
2787 WINFIELD SCOTT ROAD, BLDG 2398
JBSA FT. SAM HOUSTON, TEXAS 78234



College of Allied Health Sciences
Office of the Dean
CAHS-DPM-005-2022
April 26, 2022

MEMORANDUM FOR FACULTY, STAFF, AND COLLEGE OF ALLIED HEALTH SCIENCES STUDENTS

SUBJECT: Grievance Procedure Policy

A. Reissuance and Purpose. This College of Allied Health Sciences (CAHS) Dean's Policy Memorandum (DPM) reissues 008-2018, "Grievance Procedure Policy" (*Reference (a)*) and establishes the Uniformed Services University of the Health Sciences (USU) CAHS policy concerning grievance procedures.

B. References: *See Enclosure 1.*

C. Applicability: This DPM applies to undergraduate and graduate students enrolled in the CAHS Programs and faculty as well as providing guidance to faculty and staff.

D. Policy: If a situation occurs in which a student has completed the academic grievance process in the Service-required program in which they are enrolled, and the student believes that the matter is unresolved as it pertains to enrollment in the CAHS, the student may initiate the CAHS Grievance Procedure. Prior to employing the CAHS Grievance Procedure, all academic grievance processes available at the Service-required program must be employed and exhausted. CAHS faculty and staff with grievances pertaining to the CAHS will follow the grievance procedures outlined in USU Faculty Grievances Instruction 1205 (*Reference (b)*).

1. Students attending the CAHS on a voluntary basis may grieve a situation directly to the CAHS.

2. In any case, the student will utilize the following procedure:

a. Attempt to resolve the situation directly with your instructor. Failing that, the student must notify the instructor that they are appealing the instructor's decision to the CAHS Associate Dean.

b. The student will:

1) Service-required students - The student attending a Service-required program must submit the Associate Dean appeal within 10 instructional days of the Service-required program's final disposition of the grievance. Personal Identifying information, the date of

the incident, the program and course of registration, a detailed description of the incident, the outcome, and the specific academic wrong that the student feels was imposed by the instructor must be specified in writing. The applicable CAHS Associate Dean will meet with the student as well as with the instructor or administrator as identified to review the facts.

OR -

2) Voluntary students - The student voluntarily attending the CAHS must submit the Associate Dean appeal within 10 instructional days of the grieved action of the instructor. Personal Identifying information, the date of the incident, the program and course of registration, a detailed description of the incident, the outcome, and the specific academic wrong that the student feels was imposed by the instructor must be specified in writing. The applicable CAHS Associate Dean will meet with the student and the instructor or administrator as identified to review the facts.

c. The Associate Dean will:

- 1) Review the facts obtained from the student.
- 2) Review the facts obtained from the instructor.
- 3) Render a fair judgment that affirms or denies the complaint.
- 4) The complaint may be dismissed as unfounded based on the preponderance of the evidence and as such the appeal will be denied. The student and instructor will be notified in writing by the Associate Dean that the complaint was investigated and that the complaint is denied. All actions imposed initially remain in place throughout the appeal process and thereafter, if upheld.

OR -

5) The complaint may be affirmed based on the evidence provided. In such circumstance, the student and instructor will be notified in writing by the Associate Dean and the effect on the CAHS enrollment will be documented as recommended by the Associate Dean.

6) The decision of the Associate Dean will only affect CAHS records. The CAHS will inform the Service-required program instructor or administrator of the decision, but it may not require a change to be made at the program level.

7) If accepted by both the student and the instructor, the grievance is documented as resolved. However, both the student and the instructor can accept or reject the decision of the Associate Dean.

8) If the instructor or student wishes to appeal the Associate Dean's decision, the matter remains unresolved. The Dean's Appeal must be submitted in writing within 5

instructional days of the Associate Dean's notification of the student and instructor.

d. If necessary, the Dean will:

- 1) Review all documented facts obtained from the student, instructor, and Associate Dean.
- 2) Render a fair judgment that affirms or denies the complaint.
- 3) There will be no interviews of student or instructor.
- 4) The complaint may be dismissed as unfounded based on the preponderance of the evidence and as such the appeal will be denied. The student and instructor will be notified in writing by the Dean that the complaint was investigated and that the complaint is denied. All actions imposed initially will be remedied.

OR -

- 5) The complaint may be affirmed based on the evidence provided. In such circumstance, the student and instructor will be notified in writing by the Dean and the effect on the CAHS enrollment will be documented as directed by the Dean. The Dean's action(s) may be different (e.g. better or worse) than the action initially imposed by the instructor or subsequently recommended by the Associate Dean.
- 6) The decision of the Dean will be documented in the student record maintained by the Office of the University Registrar. Changes approved by the Dean will only affect the CAHS student record and or transcript as applicable. The CAHS will inform the Service-required program instructor or administrator of the decision, but it may not require a change to be made at the program level. The grievance is documented as resolved.
- 7) The Dean's decision is final and cannot be appealed.

E. **Effective Date.** This DPM is effective immediately.

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(Signature)

Lula Westrup Pelayo, Ph.D., RN, FAAN
Dean, College of Allied Health Sciences
Uniformed Services University of the Health Sciences

(Date)

Enclosures:

1. References
2. Appeal Form

REFERENCES

- (a) 008-2018, "Grievance Procedure Policy, dated April 20, 2018 (hereby cancelled).
- (b) USU Faculty Grievances Instruction 1205, dated February 10, 2011 or as amended.
- (c) MSCHE Standard II – Ethics and Integrity

College of Allied Health Sciences Grievance Procedure Appeal Form

Prior to employing the CAHS Grievance Procedure, all academic grievance processes available at the Service-required program must be employed and exhausted.

The student should first attempt to resolve the situation directly with his/her instructor. Failing that, the student must notify the instructor that they are appealing the instructor’s decision to the CAHS Associate Dean.

Procedures for appeal:

a. **Service-required students** - The student attending a Service-required program **must submit the Associate Dean appeal within 10 instructional days of the Service-required program’s final disposition of the grievance.**

Or

b. **Voluntary students** - The student voluntarily attending the CAHS **must submit the Associate Dean appeal within 10 instructional days of the grieved action of the instructor.**

Step 1) Initiation of Appeal to the College of Allied Health Sciences

Please complete the below form and submit to the CAHS Associate Dean:

LAST NAME

FIRST NAME

SID/SSN#

PREVIOUS LAST NAMES
USED?

Address:

(2nd Address Line)

City, State, Zip

DAY PHONE#:

ALT. PHONE#:

MAJOR?

IS THIS A REPEATED
COURSE?

Date of Incident

Program/Course _____

Name of Instructor _____

Description of Incident.

What was the outcome of the matter?

The specific academic wrong that the student feels was imposed by the instructor.

Student Signature and Date:

Step 2) Appeal to the Associate Dean

The Associate Dean will:

- a. Review the facts obtained from the student.**
- b. Review the facts obtained from the instructor.**
- c. Render a fair judgment that affirms or denies the complaint.**

Associate Dean Review of Documents Date _____

Action by the Associate Dean

The decision of the Associate Dean will only affect CAHS records. The CAHS will inform the Service-required program instructor or administrator of the decision, but it may not require a change to be made at the program level.

Upon consideration of the circumstances presented, I hereby:

Dismiss the complaint _____

The student and instructor will be notified in writing by the Associate Dean that the complaint was investigated and that the complaint is denied. All actions imposed initially remain in place throughout the appeal process and thereafter, if upheld.

Affirm the complaint _____

The student and instructor will be notified in writing by the Associate Dean and the effect on the CAHS enrollment will be documented as recommended by the Associate Dean.

Associate Dean Signature _____

Action of Parties

Both the student and the instructor can accept or reject the decision of the Associate Dean.

If accepted by both the student and the instructor, the grievance is documented as resolved.

I accept _____ I reject _____ the decision of the Associate Dean.

Student Signature _____

I accept _____ I reject _____ the decision of the Associate Dean.

Instructor Signature _____

Step 3) Appeal to the Dean

If the instructor or student wishes to appeal the Associate Dean’s decision, the matter remains unresolved. **The Dean’s Appeal must be submitted in writing within 5 instructional days** of the Associate Dean’s notification of the student and instructor.

Dean Review of Documents Date _____

Action by the Dean

The Dean will:

- a. Review all documented facts obtained from the student, instructor, and Associate Dean.**
- b. Render a fair judgment that affirms or denies the complaint.**

There will be no interviews of student or instructor.

Upon consideration of the circumstances presented, I hereby:

Dismiss the complaint _____

The student and instructor will be notified in writing by the Associate Dean that the complaint was investigated and that the complaint is denied. All actions imposed initially remain in place throughout the appeal process and thereafter, if upheld.

Affirm the complaint _____

The student and instructor will be notified in writing by the Associate Dean and the effect on the CAHS enrollment will be documented as recommended by the Associate Dean.

Dean Signature _____

The decision of the Dean will only affect CAHS records. The CAHS will inform the Service-required program instructor or administrator of the decision, but it may not require a change to be made at the program level. The grievance is documented as resolved.

The Dean’s decision is final and cannot be appealed.