

**BURRELL COLLEGE
OF OSTEOPATHIC MEDICINE
POLICY MANUAL**

SECTION: General – Student Administration

BCOM Policy 3105

TOPIC: Grievance Policy

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Approved: Signature on File

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*Policy reformatted and renumbered for uniformity July 2017

Grievance Policy

BCOM is committed to treating all members of the College Community fairly. The grievance policy ensures that concerns are promptly dealt with and resolutions are reached in a fair and just manner. BCOM's grievance procedure enables the BCOM Community, including administrators, faculty, staff, visitors, and students to bring complaints and problems regarding BCOM students to the attention of the BCOM administration. These incidents may include, but are not limited to, cheating, unprofessional behavior, dress code violations, excessive unexcused absences, disruptive behavior, harassment of any type, intimidation, or offensive language. BCOM forbids any retaliatory action against complainants who present concerns and complaints in good faith. BCOM policy strongly encourages those who believe they have a grievance against another student to use all appropriate avenues for informal resolution before initiating the formal grievance procedure. Should such a resolution be impossible, the complainant may pursue the following steps if they wish to file a grievance.

Any student may file a complaint, reporting any alleged unauthorized or unjustified act or decision by an individual which in any way adversely affects the status, rights, or privileges of a member of the BCOM Community. Once filed, the complaint may be treated as a formal grievance or a report of an incident. A formal grievance will involve an investigation into the events and individuals involved and will remain a part of the permanent record of any individual found in violation of BCOM policies or standards. An incident report will be filed, followed by a finding of facts, but will not involve a full investigation or further follow-up unless the matter recurs, at which time it will transition into a formal grievance. If the findings are unsubstantiated or if there is no further repetition of the event over a 12 month period, the incident report will be expunged. Interpersonal issues/differences (e.g. routine interpersonal conflicts with a classmate/roommate) are not a BCOM matter. Formal grievances made against a BCOM employee or other individual(s) that are not part of the student body will be forwarded to an appropriate College representative.

All grievances should be reported directly to the Office of Student Affairs.

1. The complaint will be filed with the Office of Student Affairs and will include:
 - a) The date
 - b) Location
 - c) Individuals involved
 - d) Summary of events
 - e) Efforts to settle the matter informally
 - f) Remedy sought

2. A representative from the Office of Student Affairs will investigate the complaint and record any additional findings. The respondent will be notified within three business days of the filing of the complaint and a meeting will be scheduled.
3. The respondent will sign the reporting form acknowledging an understanding of the complaint.
4. The respondent will be allowed to make a summary statement regarding the complaint.
5. After review, the Associate Dean of Students or designee makes one of two decisions:
 - a) Resolve the issue/conflict with the student and complainant, resulting in a course of action that may be required of the student.
 - b) Defer to the Student Honor Committee.
6. The decision will be acknowledged and accepted by the parties involved.
7. If any party is not satisfied with the decision, they may exercise the option of having the matter reviewed by the Dean's Council.
8. If the complaint is not satisfied through the BCOM process, students may report the complaint to:

New Mexico Higher Education Department
Private Post-Secondary Schools Division
2044 Galisteo Street, Suite 4
Santa Fe, NM 87505
Telephone: (505) 476 – 8400
<http://www.hed.state.nm.us/students/complaints.aspx>