

**BURRELL COLLEGE  
OF OSTEOPATHIC MEDICINE  
POLICY MANUAL**

SECTION: General – Administrative

BCOM Policy 2002  
(Previously #3105)

TOPIC: Grievance Policy

Approval Date: 05/16  
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6/18 as #2002

Approved: Signature on File

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## **POLICY**

The College shall maintain and publish those procedures necessary for the filing of any grievance by any person or organization regarding the conduct of the College's programs or operations or regarding the conduct of its students, faculty or staff. The College shall provide a means whereby such filings may be made anonymously.

## **PURPOSE**

The Burrell College of Osteopathic Medicine has established standards to foster a safe and equitable environment conducive to learning and development. This policy ensures that all concerns are handled by the appropriate party.

## **SCOPE**

All members of the BCOM community.

## **RESPONSIBLE POLICY OFFICIAL(S)**

The Office of Compliance, The Office of Academic Affairs, The Office of Student Affairs, The Office of Human Resources, and the Office of Accreditation and Assessment.

## **PROCEDURE**

1. A BCOM community member must first make a concerted effort to resolve the matter informally by discussing their concerns with the party against whom they have a complaint. The accused to whom the complaint is directed must respond orally or in writing within five business days after receipt of the complaint.
2. Any person filing a grievance will have the assurance of the involvement of an impartial representative of BCOM that is not directly involved in the area of the complaint. Any person filing a grievance can also be assured that no retaliatory action can be taken as a result of filing a complaint.
3. If the grievance cannot be satisfactorily resolved in informal discussions, the complainant can submit a formal written grievance by completing the online form or submitting the form in-person to the Office of Compliance. The complainant has the option to submit an anonymous report by completing the form on the college's website at: [http://bcomnm.org/bcom\\_grievance\\_form/](http://bcomnm.org/bcom_grievance_form/)
4. However, anonymous reports significantly restricts the ability of the administration to investigate and come to resolution. Complainants are encouraged to identify themselves to aid in the investigative and resolution process. BCOM ensures all such grievances are strictly confidential.

5. The written complaint filed with the Office of Compliance shall include:
  - a. The date
  - b. Location
  - c. Individuals involved
  - d. Summary of events
  - e. Efforts to settle the matter informally
  - f. Remedy sought
  
6. Once a written grievance is received, The Office of Compliance will forward it to the appropriate department in the following manner:
  - a. Academic Affairs: Academic-related grievances
  - b. Student Affairs: Non-academic related grievances
  - c. Compliance Officer: Title IX related grievances
  - d. Human Resources: Employee-related grievances
  
7. Upon receiving a written grievance from the Office of Compliance, each department will follow its established grievance review and adjudication procedures.
  
8. Once the grievance has been resolved by the appropriate department, a written description of the resolution will be forwarded to the Office of Compliance.
  
9. If the complainant has identified him or herself, the complainant will be notified in writing of the resolution.
  
10. If any party is not satisfied with the decision of the conduct review process the following applies:
  - Student: may file an appeal with the Dean.
  - Employee: may file an appeal with the President to enact the Conflict Resolution Policy.
  
11. If any party is not satisfied with the decision through completion of the BCOM process, they 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>