

## Burrell College of Osteopathic Medicine Student Handbook 2021-2022 Grievances

The Burrell College of Osteopathic Medicine has established standards to foster a safe and equitable environment conducive to learning and development. Any student may file a grievance, 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 College community. The Grievance Policy is available on our website:

<http://burrell.edu/policy-b2040/>

### **Procedure:**

1. A College 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 at must respond orally or in writing within five (5) 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 the College 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. An anonymous report may restrict the ability of the College to fully investigate and resolve the complaint. Complainants are encouraged to identify themselves to aid in the investigative and resolution process. BCOM ensures all such grievances are strictly confidential. The form for filing a grievance anonymously may be found at:***

[http://burrell.edu/bcom\\_grievance\\_form/](http://burrell.edu/bcom_grievance_form/)

4. Once a written grievance is received, the Office of Compliance will complete an initial assessment to determine if a formal investigation is warranted or if the complaint can be resolved through informal administrative resolution.
5. If the determination is made to complete a formal investigation on the alleged misconduct, the complainant will be notified that a formal investigation is warranted and the grievance will be forwarded to the appropriate department in the following manner:
  - a. Pre-Clinical or Clinical Education: Academic-related grievances
  - b. Student Affairs: Non-academic related grievances
  - c. Title IX Coordinator: Title IX related grievances
  - d. Human Resources: Employee-related grievances

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6. Upon receiving notice of a comprehensive investigation from the Office of Compliance, each department will follow its established grievance review and adjudication procedures.
7. Once the grievance has been resolved by the appropriate department, a written description of the resolution will be forwarded to the Office of Compliance.
8. If the complainant has identified him or herself, the complainant will be notified in writing of the resolution.
9. If any party is not satisfied with the decision of the grievance review process, they may file an appeal with the Dean.
10. If any party is not satisfied with the decision through completion of the grievance 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>

Note: Any person with a Title IX complaint, please refer to the Title IX page on website for further information: <http://burrell.edu/students/title-ix/>

Note: For students who participate in field experiences in Texas, after all of the College's student complaint or grievance procedures have been exhausted, if the matter remains unresolved, a formal complaint may be filed with the THECB. Please visit [THECB website](#) for information regarding student complaint procedures . The rules governing student complaints can be found in the [Texas Administrative Code](#).