

## Oklahoma State University College of Osteopathic Medicine Student Non-Academic Complaint Policy

Students who have a non-academic complaint can expect to have their complaint addressed through this procedure. Unless other justification is present, the student will ordinarily be expected to attempt to resolve the matter through informal means, prior to filing a complaint and advancing administratively through the grievance process. If a student requires assistance, the Office of Enrollment Management in Tulsa and the Office of Student Services are available for consultation and to provide guidance regarding whether an exception to the procedure is indicated. All complaints will be monitored and reviewed by the Office of Enrollment Management within 24-48 hours of receipt on business days. The Student Non-Academic Complaint Policy governs all non-academic complaints and is not to be used for grievances related to sexual harassment/sexual misconduct, discrimination, non-compliance with AOA Accreditation Standards, or grade appeals. To register a complaint in these areas, please see the related policies.

*Grade Appeal:* see the Grade Appeal Policy found in the Academic Standards Handbook and at: <https://health.okstate.edu/site-files/docs/com/academic-standards-handbook.pdf>.

*Sexual Harassment/Sexual Misconduct/Sex-Based Discrimination:* See Gender Discrimination /Sexual Harassment Policy and Title IX Grievance Procedure. For information about filing a complaint, see the "reporting section" at <https://health.okstate.edu/hr/1is2many/index.html> or contact the Office of Student Conduct, Title IX Coordinator, OSU-CHS, Room 112, 918-561-1950.

*Discrimination:* see Student Grievance Policy and Procedures for Alleged Discrimination, found below and in the Student Handbook, at <https://health.okstate.edu/site-files/docs/com/student-handbook.pdf>.

*Non-Compliance with AOA Accreditation Standards:* see Non-compliance with AOA Accreditation Standards Policy, found below and in the Student Handbook at: <https://health.okstate.edu/site-files/docs/com/student-handbook.pdf>.

### **Procedure for a Non-Academic Complaint:**

1. Prior to filing a complaint, students are expected to seek resolution through informal means. Students should begin the informal process by discussing the matter directly with the staff or faculty member in the designated administrative unit. If the attempt to resolve the matter is successful, no further progression through this policy is warranted.
2. If an attempt at informal resolution is not successful, the student should register the complaint by completing the Student Non-Academic Complaint Form found in the Office of Enrollment Management in Tulsa and the Office of Student Services in Tahlequah. Complaints should be filed within 30 calendar days of the incident prompting the complaint.
3. Upon receipt of the complaint, the Office of Enrollment Management will pursue resolution of the complaint, bringing the matter to the attention of the relevant administrative unit head, as needed.
4. If a satisfactory resolution is not obtained, the matter will be routed to the next highest level of authority. If a satisfactory outcome is achieved, the Office of Enrollment Management will notify the student, document the resolution on the Student Complaint form, and close the matter.
5. If a satisfactory resolution is not obtained, the matter will be routed to the next highest level of authority and continue in this manner, as required. If a satisfactory resolution is not obtained after exhausting the appropriate levels of authority, the Executive Leadership Team will serve as the final reviewing authority on the matter. The decision of the Executive Leadership Team will be final and binding.
6. Throughout this process, review at each level will be documented on the Student Complaint Form and notification made to the student regarding outcome at each level of review. The Office of Enrollment Management will be responsible for notifying all parties. Final documentation on the resolution of the complaint will be maintained by the Office of Enrollment Management.
7. A notification report of all complaints will be forwarded on a regular basis by the Office of Enrollment Management to the Council of Deans.