

Policy Title:	Grievance Policy and Resolution Process
Policy Category:	Students/Institutional
Policy Code:	I-STU009
Policy Effective Date:	08/01/2018
COCA Standard:	Element 9.2

PURPOSE / SCOPE:

Provide the Grievance policy and Resolution process

DEFINITIONS:

- PAR Committee: Professionalism and Academic Review Committee
- SGA: Student Government Association
- AOA COCA: American Osteopathic Organization Commission on Osteopathic College Accreditation

POLICY:

ICOM recognizes the need for students to voice grievances and to seek resolution to problems, disagreements with faculty/administrators, or interpretations of institutional policy. ICOM also recognizes the responsibility of the student to express their concerns in a professional and ethical manner. Concerns may involve course grades, promotion, professionalism issues, financial concerns or issues related to COCA accreditation standards and procedures. The grievance shall not be used to appeal or review violations of the Honor Code or an appeal from the PAR Committee final decision by the Dean or the PAR Committee.

All grievances must be filed in writing to the ICOM Office of the Dean. All grievance documentation will be securely maintained on file in the Dean's office and the specific student/employee/faculty file as appropriate to the grievance.

Each step of the Grievance and Resolution Procedures generally takes two weeks to complete, unless otherwise noted. Extensions or waivers to this timeframe may be granted on a case-by-case basis. Notice of a request for an extension from a student must be submitted within ten calendar days prior to the deadline.

Decisions about granting or denying the request for extension will be communicated to the student via letter within two business days of receipt of the request for extension. Likewise, if ICOM needs to extend a deadline, the Office of the Dean will provide said notice ten days before the due date.

Retaliation against any individual who files a grievance or participates in the grievance process is strictly prohibited. Individuals who engage in retaliation are subject to disciplinary action.

Grievance Procedure for Academic Concerns

An individual concern that is academic in nature should be first discussed with the immediate instructor or preceptor and must be done in a professional manner. This concern generally includes those that arise from personal conflicts or actions taken against a student individually. For individual concerns, if resolution cannot be reached, the student may, within 14 calendar days of the failed resolution, appeal, in writing to the appropriate Associate Dean for the academic year involved.

If resolution cannot be reached from the prior appeals, the student may, within 14 calendar days of the failed resolution, appeal in writing to the ICOM Dean who will review the relevant issues and will decide, in his sole discretion, if a meeting with the student is warranted prior to issuing a response. The Dean's decision will constitute the final resolution with no further options for appeal.

A concern over general course procedures or grading policies should be addressed through the Class President or the Class Representative through the ICOM Curriculum Committee. If through the normal processes for an acceptable and reasonable request, a resolution cannot be reached, the Class President may, within 14 calendar days of the failed resolution, appeal in writing to the appropriate Associate Dean for the academic year involved.

If resolution cannot be reached from the prior appeals, the Class President may, within 14 calendar days of the failed resolution, appeal in writing to the ICOM Dean who will review the relevant issues and will decide, in his sole discretion, if a meeting with the student is warranted prior to issuing a response. The Dean's decision will constitute the final resolution with no further options for appeal.

Reminder: Course Assessment policies and test question challenges are not covered under student grievances. See syllabi for each course.

A concern over ICOM policies and procedures should be addressed through the SGA President and the Associate Dean of Student Services. If through the normal processes for an acceptable and reasonable request, a resolution cannot be reached, the SGA President may, within 14 days of the failed resolution, appeal in writing to the ICOM Dean who will review the relevant concerns and will decide, in his sole discretion, if a meeting with the student is warranted prior to issuing a response. The Dean's decision will constitute the final resolution with no further options for appeal.

If the concern is financial or in other areas of ICOM, the student should follow the appropriate chain of command as defined by the ICOM organizational chart.

Grievance Procedure for Perceived Discrimination or Harassment

Students who feel they are being discriminated against have the right to exercise the Grievance Procedure. In the event a student or anyone who participates in the grievance process believes they have been subjected to retaliation, that individual may use the Harassment Grievance procedures outlined below.

Step One: The Resolution Process

Students who meet the Technical Standards for admission to ICOM, as described in the Student Handbook, and feel they are being discriminated against shall first meet with the Associate Dean of Student Services to explain their grievance.

The student must schedule a meeting with the Associate Dean of Student Services within 14 calendar days from the date of the action being grieved or the date the student should have known about the action to initiate this discussion. The grievance complaint must be made in writing and signed by the person completing it. The Associate Dean of Student Services must investigate the grievance within 7 calendar days. In the case where the discrimination is in any way threatening, the Associate Dean of Student Services must bring it to the attention of the ICOM Dean immediately for intervention.

After the investigation period of 7 calendar days, the student filing the grievance, and the person against whom the grievance is filed will meet with the Associate Dean of Student Services to discuss an informal resolution. This meeting must be scheduled within 14 calendar days of the initial filing of the grievance. A letter confirming the mutual decisions of the resolution will be distributed, within 10 calendar days of the meeting, to all persons and kept within the permanent student and or employee files for possible future concerns that may arise with the resolution. The Assistant Dean of Student Services will keep a record of the grievance investigation, including all supporting documentation and a report of the findings. All material shall be filed as previously stated in this procedure.

If the Associate Dean of Student Services determines the evidence is insufficient to support the allegations, he/she may close the grievance and notify the student within 14 calendar days of his/her findings and inform the student of their right to request a grievance hearing.

Step Two: The Grievance Hearing Process

If the student feels the informal resolution has not been successful, or disagrees with the informal resolution, he/she may request the Associate Dean of Student Services and the Dean to call a Grievance Hearing. The student has 30 calendar days after receiving written notice of denial of the grievance to request such a hearing.

The request must be in writing, signed by the student, and include the following information:

- A clear and precise statement of the grievance
- A statement explaining how the action is discriminatory or the decision unreasonable if it is a denial of a requested accommodation
- The name the respondent parties (the person(s) against whom the grievance is filed)
- An explanation of each respondent responsible for the action or decision
- The requested remedy
- Any request to bring a non-participating observer to the hearing

This information must be sent by certified mail or delivered with signature of receipt to both the Office of the Associate Dean of Student Services and the Office of the Dean. Upon receipt of the request for a Grievance Hearing, the following processes will be followed:

- The Dean shall designate an Associate Dean to review the case within 7 calendar days to see if a peaceful and prompt resolution can be made between the parties. In cases where this cannot be accomplished, the Dean shall appoint a Grievance Hearing Board, including naming a Chair, at the end of the 7 days.
- The Grievance Hearing Board, appointed by the Dean, will be notified in writing of their appointment and informed of the date of the hearing. The date of the hearing must be within 14 calendar days of the notice. The Dean shall ensure that those participating on the Grievance Hearing Board are not a part of the alleged discrimination or the denial of accommodations. The Grievance Hearing Board shall consist of a Chair, two Associate Deans, two faculty members, one staff member, and one student.
- Prior to convening the grievance hearing meeting, the Grievance Hearing Board shall be trained on the specific grievance hearing procedures relating to the individual grievance and will be provided with additional educational material as appropriate.
- The person(s) against whom the grievance is alleged shall receive a written copy of the grievance at least 7 calendar days in advance of the hearing.
- The Grievance Hearing Board shall hear the grievance by the student. The person filing the grievance, as well as the person against whom the grievance is alleged shall at this time bring all witnesses and/or evidence to the hearing for the Grievance Hearing Board to consider. The Grievance Hearing Board will convene privately to her testimony and review documentation, including the final report from the Associate Dean of Student Services relating to the grievance. As necessary, the Associate Dean of Student Services may be called to testify as a witness in the grievance. No individuals appearing before the Grievance Hearing Board is entitled to have an attorney represent them at the hearing. Only the Chair shall be entitled to question any witness and decide upon the relevancy of any evidence presented.
- Following this initial hearing and presentation, if additional information is needed to render a decision, the Grievance Hearing Board may recess for a period of not greater than 14 calendar days. The Grievance Hearing Board, or the Associate Dean of Student Services at the request of the Grievance Hearing Board, shall conduct further investigation of the alleged grievances. The Grievance Hearing Board may, during this time, meet with ICOM's legal counsel who has further expertise in the law regarding disability and discrimination.
- The second meeting of the Grievance Hearing Board, which shall occur within 14 calendar days, shall be to further discuss the grievance, the investigation, the educational materials provided, and the advice of legal counsel. The Grievance Hearing Board may require second interviews with the person filing the grievance or with those whom the grievance is filed against. The Grievance Hearing Board shall make a final ruling at this meeting. Minutes will be taken of all Grievance Hearing Board meetings. A letter shall be sent to the student within 14 calendar days of the final determination by the Grievance Hearing Board.

Step Three: Final Appeal Procedure

The student has the right to appeal the decision of the Grievance Hearing Board to the Dean. The student has 30 calendar days after receiving the Grievance Hearing Board decision letter to file for an appeal. All such requests must be in writing, signed by the student, and be sent via certified mail or delivered with signature of receipt directly to the Office of the Dean. The Dean shall have a period of

not greater than 14 calendar days to respond to the appeal. The Dean shall have the final determination of the outcome with no further options for appeal.

Improper Relationships

Relationships between a student and an ICOM faculty/staff member, including clinical preceptors, entrusted to oversee the student, which extend beyond the educational requirements or beyond ICOM activities, are not permitted. Relationships with patients (by a student or faculty member) which extend beyond their care requirements are strictly prohibited. Inquiries should be directed to the ICOM Title IX Coordinator:

Luke Mortensen PhD
208-795-4367
lmortensen@idahocom.org
Office #320

Accreditation Standard Complaint Process

ICOM is committed to maintaining the Commission on Osteopathic College Accreditation standards. A copy of the standards is accessible at the AOA COCA's website:
www.osteopathic.org/accreditation/standards

Students who have concerns regarding ICOM's capability to achieve the standards of accreditation or comply with policies and procedures of the AOA Commission on Osteopathic College Accreditation (COCA) may file a confidential grievance. Formal grievances must be submitted in writing to the Senior Associate Dean for Learner Outcomes and Assessment. All such complaints will remain confidential.

The written grievance should include the following: student name and contact information, the date of the grievance, the specific COCA accreditation standard, policy or procedure that is involved, and a description of the specific grievance.

Resolution and Adjudication Process

The grievance will be reviewed by the Senior Associate Dean for Learner Outcomes and Assessment and referred to the ICOM Dean and Chief Academic Officer or ICOM President and Chief Executive Officer within ten business days for investigation, review and appropriate action. Students should expect a timely, fair, and comprehensive review of their complaints to include personal discussions with appropriate administrators, and the opportunity to supply supportive documentation or the testimony of fellow students regarding their concerns. Students will be notified regarding the outcome of the review and any actions planned or taken within 15 business days of the complaint being received by the Dean and CAO or President and CEO.

Filing Confidential Complaints with the COCA and the Contact Information for COCA

The accreditation standards, policies and procedures for ICOM can be found at:
<https://osteopathic.org/wp-content/uploads/2018/02/complaint-review-procedures.pdf>

Students who are not satisfied with the response from the ICOM administration or who wish to file a confidential complaint with the COCA may submit their grievance directly to the COCA by contacting the American Osteopathic Association (AOA)/ Commission on Osteopathic College Accreditation (COCA), 142 E. Ontario St., Chicago, IL 60611, at predoc@osteopathic.org or (312) 202-8174.

Formal Federal Agency Grievance Procedures

Students with grievances or complaints against ICOM based upon violations of Section 504 of the Rehabilitation Act of 1973 or the Americans with Disabilities Act of 1990 as Amended (2008) also have the right to file a complaint with the Office for Civil Rights by mailing the grievance or complaint to:

U.S. Department of Education
 Office of Civil Rights
 400 Maryland Avenue SW, Washington, DC 20202-1100; or
 Faxing it to the Director at (202) 453-6012; or filing it [electronically](#)

For more information, students can contact the Office for Civil Rights:
 1-800-421-3481
OCR@ed.gov

POLICY OWNER:

Senior Associate Dean for Learning Outcomes and Assessment

CROSS REFERENCE AND SUPPORTING DOCUMENTS:

(Provide links to other policies or materials identified in the policy.)

CROSS REFERENCE (ICOM, COCA or Other Policies)	LOCATION
Academic Bulletin	https://www.idahocom.org/students/resources/
Student Handbook	https://www.idahocom.org/students/resources/
ICOM Webpage	https://www.idahocom.org/consumer-information/grievance-complaints-process/

SUPPORTING DOCUMENTS	LOCATION
Item #1	Hyperlink to document
Item #2	Hyperlink to document

----- SIGNATURE PAGE FOLLOWS -----

SIGNATURE APPROVAL:

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Primary Policy Owner, please select the appropriate box below.

XNo Change 6/8/2022 (return to prt@idahocom.org)

Editorial Revisions only (return to prt@idahocom.org)



06/08/2022

Policy Owner

Date



06/08/2022

Dean/CAO

Date



06/08/2022

President / CEO

Date