

The Valley College of Osteopathic Medicine

Grievances and Appeals Policy

Policy Number: COM-9.2i

Effective Date: November 24, 2024

Revisions and Dates:

Responsible Party: Office of the Dean

Approved by: Alissa Craft, DO, MBA, Dean

Policy & Procedure Statement

The Valley COM is committed to treating all members of the College community (administrators, faculty, staff, students, applicants for employment, third-party contractors, all other persons that participate in the College's educational programs and activities, including third-party visitors on campus) fairly with regard to their personal and professional concerns. The Student Grievance Policy ensures that concerns are promptly dealt with, and resolutions reached in a fair and just manner. The College's grievance procedure enables students to bring complaints and problems to the attention of the College's administration. The Valley COM forbids any retaliatory action against students who present concerns and complaints in good faith.

College policy strongly encourages students who believe they have a grievance to use all appropriate avenues for informal resolution before initiating the formal grievance procedure. Should such a resolution be impossible, the student may pursue the following options if they wish to file a grievance.

Should a student have a complaint with the Institution, then the following steps shall be taken:

1. Student shall first attempt to address the grievance informally with the instructor or applicable staff member and try to resolve it. If unsuccessful, proceed to the written grievance procedure. Grievances relating to sex discrimination, sexual harassment or sexual violence fall under the purview of Title IX and will be dealt with under separate procedures. For further details on the basis for these kinds of grievances see the Non-Discrimination and Anti-Harassment Policy. Grievances related to academic issues and grading should be submitted in writing to the Associate Dean for Academic Affairs. All other grievances should be submitted in writing to the Associate Dean for Student Services. The written statement should be as specific as possible regarding the action that precipitated the grievance:

- Date
- Location
- Individuals involved (including witnesses)
- Summary of the incident
- Efforts made to settle the matter informally
- Remedy sought.

A student who wishes to appeal a course grade must do so within 10 days of grade release.

2. Student may state the grievance in writing to the Associate Dean Academics for academic concerns or Associate Dean Student Services for other concerns. The Associate Dean or designee shall have five (5) business days in which to investigate and address the grievance.

3. If the student complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Post-Secondary Education. The Student must contact the State Board for further details.

The State Board Address is:

1740 W. Adams Street, Suite 3008

Phoenix, Arizona 85007

602-542-5709

Website: www.ppse.az.gov

Additionally, should a student have a concern about The Valley COM compliance with AOA-COCA accreditation standards, the student may file a complaint directly with the AOA-COCA by following the instructions on the AOA-COCA website at www.osteopathic.org.

The Valley COM will not tolerate any retaliation against any student who files a complaint through this Student Grievance Procedure.