


<p>Name of Policy: Student formal complaint policy & procedures</p> <p>Policy Number: 3364-81-04-019-00</p> <p>Approving Officer: Dean, College of Medicine</p> <p>Responsible Agent: Vice Provost for Student Affairs, Health Science Campus</p> <p>Scope: All University of Toledo Campuses</p>	 <p>Effective date: 09/17/04</p>
<p><input type="checkbox"/> New policy proposal</p> <p><input type="checkbox"/> Major revision of existing policy</p>	<p><input type="checkbox"/> Minor/technical revision of existing policy</p> <p><input checked="" type="checkbox"/> Reaffirmation of existing policy</p>

- (A) Policy statement
- (B) Purpose of policy
- (D) Procedure

Formal complaints may include, but are not limited to harassment, security issues, civil rights violations, and discrimination issues, many of which are covered by individual policies in this manual. Students are encouraged to follow the Grade Appeal Policy in the Medical Student Policy Manual for complaints about final grades, and the individual Block and Clerkship policies for bringing forth curricular concerns. Although students may file complaints with any number of people or offices on campus, the assumption underlying this policy is that when a formal, written complaint is submitted to the President, Provost/Dean of the College of Medicine, Assistant Provost for Student Services/Associate Dean for Student Affairs, or the Director of the Office of Equal Opportunity, the complaint is of a more serious nature, has institution-wide implications, or has not been satisfactorily resolved at the departmental or school level. Therefore, a tracking system has been developed for the formal, written student complaints submitted to one or more of the four aforementioned institutional officers, who ultimately have the responsibility to respond to the complaint.

The Office of Student Affairs will maintain a log of formal, written student complaints filed directly with the Assistant Provost for Student Services/Associate Dean for Student Affairs through the following procedure:

1. The student files a written, signed, formal complaint with the Office of the Assistant Provost for Student Services/Associate Dean for Student Affairs. Only signed written complaints will be processed through this policy; this does not include e-mail or faxes. Complaints will be handled directly through the Assistant Provost/Associate Dean's office and if necessary, referred to the appropriate MUO office or department.

2. All formal, written student complaints filed with the Office of the Assistant Provost for Student Services/Associate Dean for Student Affairs will be entered into a log* that includes:
- date received
 - nature of the complaint
 - steps taken to resolve the complaint
 - final decisions or other actions taken
- *only the Assistant Provost/Associate Dean, the Provost/Dean, and their administrative designees will have access to the log to maintain confidentiality of the parties involved.
3. If the complaint cannot be satisfactorily resolved by the Office of the Assistant Provost for Student Services/Associate Dean for Student Affairs, it will be forwarded to the Provost/Dean of the College of Medicine.
4. Students will be informed of the action(s) taken to resolve the complaint in a timely fashion.
5. The student complaint log will be reviewed annually with the Provost/Dean of the College of Medicine.

<p>Approved by:</p> <p>Jeffrey Gold, M.D.</p> <hr/> <p>Name Dean, College of Medicine</p> <hr/> <p>Title</p> <hr/> <p>Date</p> <p><i>Review/Revision Completed by:</i></p>	<p>Policies Superseded by This Policy: None</p> <p>Initial effective date: 09/06/99</p> <p>Review/Revision Date:</p> <ul style="list-style-type: none"> •08/23/00 •08/20/01 •08/18/03 •09/17/04 <p>Next review date: 09/17/2007 (three years from most recent revision/review date)</p>
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