

**PROCEDURE:** SCHOOL OF MEDICAL LAB SCIENCE (MLS.02.07.00.00)  
**EFFECTIVE DATE:** 9/11  
**REVISION DATE:** 10/11, 5/17, 3/19  
**REVIEW DATE:** 10/12, 10/13, 4/14, 3/15, 3/16, 5/18, 4/20, 4/21, 4/23, 4/24

**SUBJECT:** APPEAL PROCESS FOR STUDENT GRIEVANCES (ACADEMIC/NON-ACADEMIC PERFORMANCE)

**PURPOSE:**

To provide a systematic approach in the evaluation of grievances made regarding student performance or behavior.

**POLICY:**

1. Students are to abide by the academic and non-academic standards outlined in program policies.
2. In the event that an individual has an academic and non-academic grievance towards student behavior or performance, the program director should be immediately notified.
3. Program director will demonstrate fair practice in assessment of the grievance, which may or may not include disciplinary action.
4. Students have a right to appeal a grievance if the student feels that the grievance is unwarranted.
5. Program director may arrange a meeting with the student and the individual(s) that made the grievance to resolve the issue.

**PROCEDURE:**

1. Individuals should notify the program director immediately of a grievance regarding a student.
2. Program director will meet with the student to address the grievance, if necessary.
3. If student believes the grievance to be unwarranted, the student will file an appeal within five days, which includes a written statement including names of involved individual(s), reasons why the grievance is unwarranted, as well as date and signature.
4. Program director will meet with the student to discuss and resolve the appeal.
5. If the appeal is not resolved, the program director will meet with other individual(s) that are involved to discuss the appeal.
6. The named individual(s) shall respond to the appeal in writing to the program director within three business days.
7. Program director will meet with the named individual(s) to discuss and resolve the grievance.

8. If the grievance is not resolved, the program director will conduct a meeting with the student and named individual(s) in an attempt to resolve the grievance.
9. If the grievance is not resolved, the program director will schedule an advisory committee meeting to ensure due process and a fair disposition upon rendering a final decision.
10. Student and involved individual(s) will receive a written resolution.

**REVIEWED BY:**  
Program Director, School of Medical Laboratory Science