

## Student Complaints

The administration, faculty, and staff encourage open communication between students and faculty regarding coursework, teaching methods, student concerns, etc.

- Should a problem arise within the class or clinical setting, the student should first speak to the faculty member involved.
- If the problem is not resolved, or the problem is with a college administrator/staff member, please use the Grievance Procedure and Checklist on the following pages.

If you feel that your situation cannot be resolved by the Fair Treatment Policy and Procedure, for example, because of fraud or false advertising, you may contact the Office of Maine Attorney General at <https://www.maine.gov/ag/consumer/complaints/> or

You can write a letter to:

Attorney General's Consumer Information and Mediation Service  
6 State House Station  
Augusta, Maine 04333

Call: You can call the Consumer Information and Mediation Service between 9 am - 12 noon and 1 pm - 4 pm, Monday - Friday, at 207-626-8849 or toll-free at 1-800-436-2131. Unfortunately, our phones are often busy. Each year we receive over 8,000 calls or letters. If our phone is busy, consider using one of these other options to contact us.

Email us: You can contact us via e-mail at [consumer.mediation@maine.gov](mailto:consumer.mediation@maine.gov). Due to the large number of consumer inquiries, we must limit our e-mail exchanges. Please include your name, address, and phone number, and we will contact you.

**SUBJECT: STUDENT GRIEVANCE POLICY AND PROCEDURE**

**POLICY**

The administration, faculty, and staff encourage open communication. It is our belief that minor differences can be resolved without recourse to the process listed below. The Academic Advisor may be used as a resource at any step within the problem-solving process. **Should a concern arise, the student should first speak to the faculty or staff member involved.** However, there may be situations where a more formal process becomes necessary. The grievance process is intended to settle disputes through mediation and reasoned discussion. It is not intended to supplant the students' code of conduct, course syllabus, program requirements, etc. Usually, the resolution of a complaint or grievance involves the resolution of the problem/issue, not the punishment of those involved.

A "grievance" is a complaint based on the belief that one has been treated unfairly.

- Academic: The student has the right to grieve and appeal a final course grade, an academic policy decision, or academic dismissal.
- Non-academic: The student also has the right to grieve and appeal a complaint pertaining to a staff, faculty, or administrator violating a student's right or privileges.

**GRIEVANCE PROCEDURE**

All matters involved in this procedure will be confidential. All disputes need to be delivered in writing. When concerns, problems, and complaints cannot be alleviated by the usual communication channels in place within the College, the following steps are to be followed:

**1) Informal Meeting**

If a student has a grievance concerning any grade, academic policy decision, or academic college dismissal, he or she first must meet with the instructor or decision-maker to discuss the concern and present documentation that supports the grievance. This meeting must occur **within 3 business days** of notification of the grade, policy decision, or academic dismissal.

**2) Petition**

If unsatisfied with the outcome of the informal meeting, the student may make a petition, requesting that the Dean review and possibly amend the prior decision. In the event that there is a conflict of interest, the petition will be referred to another person of authority.

- The student will submit the Grievance Petition Checklist and all relevant documentation (i.e., policies, syllabi, handbook, etc.) within **2 business days**. Students who have questions regarding the process are encouraged to contact their faculty advisor.
- The Dean must meet with the student within **3 business days** of receiving the student's Grievance Petition Checklist. The Dean will:
  - serve as a mediator and attempt to resolve the concern through mutual agreement.
  - review relevant documentation, meet with additional parties as appropriate, and provide a written decision within **5 business days** of receiving the student's Grievance Petition Checklist.
  - all documentation related to the decision will be submitted to the Registrar and held in the student's academic file.

**3) Appeal**

If either party (student or instructor) disagrees with the decision of the Dean, he or she may file an appeal with the Grievance Committee.

- The appeal must be submitted to the Vice President of Academic and Student Affairs (VPASA) in writing **with all relevant documentation no later than 2 business days** after the date of the Dean's written decision.
- The Committee will:
  - review all documentation and may request to meet with the parties concerned.
  - provide a decision in writing within **5 business days** of receiving the appeal to the student, faculty member, Dean, and the student's academic advisor of the decision.
  - all documentation related to the decision will be submitted to the Registrar and held in the student's academic file.
  - **The decision of the Committee is final.**

The Grievance Committee will consist of:

- The VPASA or designee, Chair of the Committee
- One uninvolved faculty from within the division
- One uninvolved faculty from another division
- If the grievance is not academic, a staff member will be involved

Approved: \_\_\_\_\_

Monika Bissell, DBA  
President

Date: September 14, 2000

Amended: August 14, 2001, February 6, 2003, August 1, 2007, July 30, 2010, August 4, 2016,  
November 3, 2017, February 9, 2018, March 28, 2020, October 5, 2020

Maine College of Health Professions Grievance Petition Checklist

This form services as documentation of a student’s grievance and as a means to track decisions made during the grievance procedure. The MCHP representative will make copies of the documents at each step of the process. After each step, the student and the student’s advisor will be given a copy of this form. The original form and supporting documentation will be given to the Registrar for filing in the student record.

Type of Grievance

Academic: The student has the right to grieve and appeal a final course grade, an academic policy decision, or academic dismissal. If this grievance pertains to an Academic Dismissal, the student may proceed to Step 2.

Non-academic: The student also has the right to grieve and appeal a complaint pertaining to a staff, faculty, or administrator violating a student’s right or privileges.

**Step 1 – Informal Meeting Requested:** (This meeting must occur **within 3 business days** of notification of the final course grade, policy decision, or academic dismissal. Please attach all pertinent documentation to support grievance.)

**Student’s Name:** \_\_\_\_\_ **Program:** \_\_\_\_\_

**Advisor’s Name:** \_\_\_\_\_ **Date of the Incident:** \_\_\_\_\_

**Faculty and Staff Members Named in the Grievance:** \_\_\_\_\_

Grievance and Requested Outcome: (May attach additional pages if necessary.)

Student met with the faculty or staff member with the following outcome: (Please check one.)

My grievance has been satisfactorily resolved.  
**STOP** no further action is necessary

Student’s Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

I still have concerns. I will progress to Step 2,  
Petition for Review of prior decision.

Faculty/Staff Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

I understand that it is the student’s responsibility to provide this Grievance Checklist and relevant supporting documents to the Dean within 2 business days.

The student did not follow up  
**STOP** no further action is necessary

Faculty/Staff Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

**Step 2 – Petition for review of prior decision:**

- a. Submit petition **within 2 business days** to Dean or in event of conflict of interest to assigned person of authority. Please attach all relevant documentation with this checklist.

Date Petition Submitted: \_\_\_\_\_ Signature of Dean: \_\_\_\_\_

- b. The Dean/or designee will meet with the student within **3 business days** of receiving the student’s Grievance Petition Checklist.

Date of Meeting with Dean or designee: \_\_\_\_\_ Signature of Dean: \_\_\_\_\_

- c. Following the meeting, review of relevant documentation, and meetings with additional parties as appropriate, the Dean will provide the written decision to the student and faculty or staff member within **5 business days** of receiving the student’s Grievance Petition Checklist.

Date written decision submitted to the Student, Faculty or Staff, and Registrar: \_\_\_\_\_

Student received the written decision from the Dean/Designee with the following outcome: (Please check one.)

My grievance has been satisfactorily resolved. **STOP** no further action is necessary. Student’s Signature: \_\_\_\_\_ Date: \_\_\_\_\_

I still have concerns. I will progress to Step 3, Appeal of decision. Dean/Designee Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
I understand that it is the student’s responsibility to provide this Grievance Petition Checklist, written decision of the Dean, and relevant supporting documents to the Vice President of Academic and Student Affairs within 2 business days of receiving the written decision from the Dean/Designee.

The student did not follow up **STOP** no further action is necessary. Dean/Designee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Faculty or Staff received the written decision from the Dean/Designee with the following outcome: (Please check one.)

Faculty/Staff agrees with the decision. **STOP** no further action is necessary. Faculty/Staff’s Signature: \_\_\_\_\_ Date: \_\_\_\_\_

I still have concerns. I will progress to Step 3, Appeal of decision. Dean/Designee Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
The faculty or staff member involved may also appeal the decision of the Dean. It is the faculty or staff member’s responsibility to provide the Grievance Checklist and relevant supporting documents to the VPASA within 2 business days of receiving the written decision.

The faculty/staff did not follow up  
**STOP** no further action is necessary

Dean/Designee Signature: \_\_\_\_\_  
 Date: \_\_\_\_\_

**Step 3 – Appeal:**

- a. The appeal must be submitted to the Vice President of Academic and Student Affairs (VPASA) in writing **with all relevant documentation no later than 2 business days** after the date of the Dean’s written decision.

Date appeal submitted: \_\_\_\_\_ Signature of VPASA: \_\_\_\_\_

- b. The Grievance Committee will review all documentation and may request to meet with the parties concerned. The Committee will provide the written decision to the student, faculty or staff member, Dean, and the student’s academic advisor within **5 business days** of receiving the appeal.

Grievance Committee:

The VPASA or designee, Chair of the Committee \_\_\_\_\_

One uninvolved faculty from within the division \_\_\_\_\_

One uninvolved faculty from another division \_\_\_\_\_

Non- academic grievance - staff member \_\_\_\_\_

Date written decision submitted: \_\_\_\_\_ Signature VPASA: \_\_\_\_\_

Documentation related to the decision submitted to the Registrar and held in the student’s academic file.

**The decision of the Committee is final.**

Student received the written decision from the Appeals Committee with the following outcome: (Please check one.)

My grievance has been satisfactorily resolved.

Student’s Signature: \_\_\_\_\_  
 Date: \_\_\_\_\_

I still have concerns but I understand that the decision of the Committee is final.

VPASA Signature: \_\_\_\_\_  
 Date: \_\_\_\_\_

The student did not return the checklist  
**STOP** no further action is necessary

VPASA Signature: \_\_\_\_\_  
 Date: \_\_\_\_\_