

Student Grievances and Complaints

Policy X.X

Purpose

The Quincy University OTD Program is committed to fostering a supportive, inclusive, and respectful learning environment. The program recognizes the right of students to express concerns or file complaints when they believe that they have been treated unfairly or that a policy or standard has been violated. This policy outlines the formal process by which student grievances and complaints against the OTD program are received, reviewed, resolved, and documented.

Scope

This policy applies to all OTD students who wish to file a grievance or complaint against the OTD program, including concerns related to academic issues, program policies, instructional quality, faculty or staff conduct, and any other program-related matter not covered by other specific university policies (e.g., discrimination, Title IX, ADA, or financial appeals).

Definitions

- **Grievance:** A formal complaint alleging unfair treatment, misapplication of policy, or procedural error.
- **Complaint:** A concern or issue expressed by a student regarding dissatisfaction with an aspect of the program or its administration.
- **Informal Resolution:** An attempt to resolve the concern through open communication before filing a formal grievance.
- **Formal Grievance Process:** The structured and documented procedure to review and resolve the grievance.

Procedures

1. Informal Resolution (Recommended First Step)

Students are encouraged to first attempt to resolve concerns informally through direct communication with the involved party (e.g., faculty member, staff, or course instructor). If the issue is not resolved or if the student is uncomfortable doing so, the student should contact their academic advisor or the Program Director for assistance in mediating an informal resolution.

2. Filing a Formal Grievance

If informal resolution is unsuccessful or inappropriate, the student may initiate a formal grievance. To do so, the student must submit a Written Grievance Statement to the OTD

Program Director (or, if the complaint involves the Program Director, to the QU Provost) within 15 business days of the incident or issue.

The written grievance must include:

- Student's name and contact information
- Date of submission
- Detailed description of the concern
- Date(s) and individuals involved
- Steps taken to resolve the issue informally (if any)
- Desired outcome or resolution

3. Grievance Review and Investigation

Upon receipt of the grievance:

- The Program Director (or designee) will acknowledge receipt in writing within 5 business days.
- A review will be initiated, which may include gathering documents, interviewing parties, and consulting relevant policies or academic records.
- The review will be completed within 15 business days of receipt, unless an extension is warranted (the student will be notified if an extension is needed).

4. Resolution and Communication

Following review, the Program Director will:

- Provide the student with a written response summarizing the findings, decision, and any corrective actions or next steps.
- Notify any parties involved of necessary actions.

If the student is not satisfied with the outcome, they may appeal to the QU Provost within 10 business days of receiving the decision. The Provost's decision is final.

5. Documentation and Recordkeeping

- All grievance-related documentation will be securely maintained by the OTD Program in a confidential file separate from academic records.
- Records will be retained for a minimum of five years and made available to accrediting bodies as requested, without compromising student confidentiality.

Non-Retaliation

Students who file grievances in good faith are protected from retaliation. Any retaliatory behavior should be reported immediately and will be addressed according to university policy.

Annual Review

The OTD program will review grievance records annually to identify any patterns or areas for program improvement and ensure policy compliance.

Responsible Office: OTD Program Director, unless the complaint or grievance is against the program director in which case the QU Provost will be the responsible party.