

GRIEVANCE POLICY AND PROCEDURES

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Grievance: A formal statement from a student expressing a circumstance which he/she feels resulted in unjust or injurious treatment from a functioning unit and/or staff/faculty employed within said unit of Marshall University. Such circumstances may include, but are not limited to, a misapplication, or a misinterpretation of the statutes, policies, rules, regulations, or written agreements that are part of the functioning procedure of the University and/or behavior or actions of staff/faculty employed within a functioning unit of Marshall University.

POLICY

Every attempt is made to resolve complaints within the Department of Communication Disorders at the lowest possible administrative level. However, when a grievance about a policy, program, or practice cannot be resolved with informal discussion, a more formal complaint procedure is to be followed.

PROCEDURE

The purpose of this procedure is to provide all students with a systematic policy for the resolution of grievances which may arise with a functioning unit and/or policy of the University.

TYPES OF COMPLAINTS

Grievances Within the Department

All concerns regarding, but not limited to, the following shall be directed to the department chair:

- CD personnel including faculty, on-site and off –site clinical supervisors, adjunct faculty, and staff
- Program Policies and/or Procedures

If the grievance directly concerns actions or policies of the department chair, a written complaint is to be submitted to their academic advisor or the director of clinical education

When complaints are directed to the CE administrator, the administrator will meet separately with each of the parties involved and attempt to resolve the situation through mediation. The complainant will provide written documentation of concerns either prior to or during the initial meeting.

The CE administrator will investigate the complaint, propose solutions, and notify those involved of the findings.

Marshall University's Grievance Procedure indicate that individuals filing a complaint have the right to file with the ASHA CEB should a resolution not be met within the department of Communication Disorders.

RECORD

All written grievances and the actions taken to resolve the complaint will be retained in the Department of Communication Disorders administrative offices.