

Department of Communication Sciences and Disorders policy and procedures regarding student concerns and complaints

- Should a student have a concern of any kind or if a student believes that a condition exists that is in violation of the rules, procedures, policies, or the procedures of the department or clinic, it is important that the student bring it to the attention of the appropriate individual immediately.
- If an informal resolution is not possible, the student should meet with the Department Chair for resolution of the issue. The chair may then attempt an informal resolution or refer the action to higher authority for action. This policy shall not apply to any allegation related to discrimination on the basis of race, ethnicity, national origin, gender, sexual orientation, marital status, pregnancy, age, disability or veteran status. Complaints of discrimination against students based on these grounds shall be immediately referred to the University Affirmative Action/Equal Opportunity Officer.
- Certain types of information cannot be kept confidential and must be referred to campus or other authorities, including the Equal Opportunity/Title IX office, as appropriate.
- Students shall have a right to appeal the action of the Chair to the College of Health and Human Services Dean and should be aware of the appropriate offices to which they may immediately take complaints that they believe are in violation of the rules, procedures, policies, or the standards of the university (See current University Policy File # STU-110 at the bottom of this document).

Steps: Course-Related Policies and Procedures (Didactic Courses and Clinical Practica)

The process for addressing concerns and complaints regarding course-related policies and procedures shall occur in the following order:

1. Student will contact the assigned course instructor to meet outside of class or during office hours to discuss the concern/complaint.
2. Student will contact the Department Chair to schedule a meeting if the concern/complaint has not been adequately addressed by the instructor.
3. In cases where a course related policy or procedural issue can be resolved at the department level, the Chair may meet with the individual faculty member, and the student, as appropriate.
4. In cases where a course related policy or procedural issue cannot be resolved at the department level, the student and/or faculty members may be referred to the Dean's Office, College of Health and Human Services.

Steps: Clinic-Related Policies and Procedures

The process for addressing concerns and complaints regarding clinic-related policies and procedures shall occur in the following order:

1. Student will contact the assigned clinical instructor to meet outside of clinic or during office hours to discuss the concern/complaint.
2. Student will contact the appropriate Clinic Coordinator(s) (AuD or CSAD MS) to schedule a meeting if the concern/complaint has not been adequately addressed by the clinical instructor.
3. Student will contact the Department Chair to schedule a meeting if the concern/complaint has not been adequately addressed by the Clinic Coordinator.
4. In cases where a clinic-related policy or procedural issue can be resolved at the department level, the Chair may meet with the instructor, Clinic Coordinator(s), and/or the student, as appropriate.
5. In cases where a clinic-related policy or procedural issue cannot be resolved at the department level, the student may be referred to the Dean's Office, College of Health and Human Services.

Steps: Department-Related Policies and Procedures

The process for addressing concerns and complaints regarding department-related policies and procedures shall occur in the following order:

1. Student will contact the Department Student Petitions Committee via the [online form](#) posted on the department website with concerns and complaints regarding department-related policies and procedures.
2. In cases where a department related policy or procedural issue cannot be resolved by the Department Student Petitions Committee, the student will contact the Department Chair for a meeting.
3. In cases where a course related policy or procedural issue can be resolved at the department level, the Chair may meet with individual faculty member(s), and the student, as appropriate.
4. In cases where a department-related policy or procedural issue cannot be resolved at the department level, the student may be referred to the Dean's Office, College of Health and Human Services.
5. Students may contact the Council on Academic Accreditation (CAA) and/or the Accreditation Commission for Audiology Education (ACAE) for concerns regarding compliance with accreditation standards.:
 - a. Council on Academic Accreditation (CAA)
 - i. CAA's complaint form <https://caa.asha.org/siteassets/files/Complaint-Form.doc>
 - ii. Chair, Council on Academic Accreditation in Audiology and Speech-Language Pathology American Speech-Language-Hearing Association 2200 Research Boulevard, #310 Rockville, MD 20850
 - iii. accreditation@asha.org
 - b. Accreditation Commission for Audiology Education (ACAE)
 - i. ACAE Complaint Form: <https://acaeccred.org/accreditation-process/complaints/#:~:text=Filing%20Complaints%20About%20the%20ACAE&text=The%20complaint%20must%20identify%20the,possession%20that%20support%20the%20complaint>.
 - ii. Director, ACAE, 11480 Commerce Park Drive, Suite 220, Reston, VA 20191.
 - iii. Telephone: [703-226-1056](tel:703-226-1056)

University Policies and Procedures Regarding Unlawful Conduct/Discrimination, Harassment, and/or Retaliation/ Academic Rights/Student Affairs

COMPLAINT PROCEDURES FOR STUDENTS

Policy Administrator: Vice President for Student Affairs

Authority: EO 1095

Effective Date: May 28, 2020

Updated: September 30, 2008, January 10, 2012, May 7, 2020

Index Cross-References: FS 19/20-135; Discrimination, Complaints, Subpoena Policies

Policy File Number: STU-110

COMPLAINT PROCEDURES FOR STUDENTS

Policy Statement:

The policy provides students with guidance on how and to whom to discuss issues of concern when they believe a violating of the rules, procedures, policies, or the standards of the university occurred.

Who the Policy applies to:

Students, faculty, academic unit chairs, program directors, and deans.

Why the Policy is necessary:

The policy guides students to the appropriate office to resolve their complaint.

Responsibilities:

Office of the Vice President for Student Affairs, Office of the Vice President for Academic Affairs, Office of Equal Opportunity

Approved by: Robert S. Nelsen, President **Date:** May 28, 2020

COMPLAINT PROCEDURES FOR STUDENTS

A student grievance exists where a student claims that a violation, misapplication, or misinterpretation of a University policy, procedure, or practice has occurred.

Should a condition exist that a student believes is in violation of the rules, procedures, policies, or the standards of the university, it is important that they bring it to the attention of the appropriate individual or office as determined below.

I. Discrimination, Harassment, and/or Retaliation (DHR)

In cases involving an employee or member of the faculty which is based on discrimination refer to policy on System-wide Sex Discrimination, Sexual Harassment, Sexual Misconduct, Dating & Domestic Violence, & Stalking Policy ([EO 1097](#)) (or any superseding policy or EO).

In matters involving a discrimination, harassment, and/or retaliation violation, the Office of Equal Opportunity must be contacted.

II. Academic Rights

In cases involving a violation of academic rights refer to policy on Student Rights and Responsibilities and the Academic Honesty Policy and Procedures; or if it is a grade/course dispute refer to policy Grade Appeal Process as found in the University Policy Manual. In matters involving academic rights of students outlined in the above policies and in your classes or programs contact the office of the Vice President for Academic Affairs (ie. Provost) for appropriate referral, 230 Sacramento Hall.

III. Student Affairs

In matters involving all other grievances contact the office of the Vice President for Student Affairs for appropriate referral, 3008 Lassen Hall. For appeals related to student affairs the Vice President for Student Affairs will hear the matter and render a recommendation within 10 days of the appeal has been received. This recommendation may sustain the original finding, may find in favor of the complainant and refer the matter back to the appropriate unit for reconsideration, or make a separate recommendation as appropriate