

## Grievance Policy and Procedure

### MHPC OCCUPATIONAL THERAPY ASSISTANT PROGRAM

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Subject: Student

Number: 502

Title: Grievance

Date: 3/31/10

Reviewed/Revised: 4/29/20

**Purpose:** To outline the policy and procedures for handling student grievances regarding the program.

**Policy:** All grievances related to academic issues such as grades or grading appeals, complaints about instructors or instruction staff, academic policy and procedures, attendance, disciplinary matters related to classroom behavior and other issues involving credit classes should be resolved using the following procedure.

**Procedure:**

1. The student should first attempt to resolve the issue informally with the OTA faculty or staff members, however the student may choose to directly invoke the grievance process as outlined by their home campus, which will be respected by the MHPC OTA Program.
2. If the issue cannot be resolved informally and the student wishes to formally appeal the decision the student must present a written statement regarding the grievance to the OTA Program Director within 5 working days after the decision was rendered by the faculty member or staff. The Program Director must then make a decision after consultation with both the faculty or staff and the student, on the grievance. The Program Director will make a written response to the student, copied to the faculty or staff member, within 10 working days from the date he/she was originally contacted by the student.
3. If the student is not satisfied with the Program Director's decision, the student should inform the Program Director that he/she would like to involve representatives from the home campus.
4. The Program Director will involve a representative from the student's home campus, generally the Director of the Nursing and Allied Health Programs and/or Dean of Academic Affairs, in accordance with the home campus grievance policies. After consultation with all parties involved, the home campus representative and Program Director will make a decision on the grievance and will respond to the student in a reasonable time.
5. Grade appeals must be made no later than 2 weeks, after the date the final course grade was officially recorded.

6. Faculty will retain grade records and any records pertinent to academic appeals for one year.
7. Any change of grade after that grade is officially recorded will require adjustment in accordance with home campus policies.
8. The MHPC OTA Program Office will maintain a record of student complaints that includes the nature and disposition of each complaint.