



# School of Optometry

## STUDENT GRIEVANCE (Complaint) FORM

Date: \_\_\_\_\_

Please check one:    ☐ *Informal Complaint*                      ☐ *Formal Complaint*

Student Name \_\_\_\_\_ Student ID# \_\_\_\_\_

Telephone (\_\_\_\_) \_\_\_\_\_ Email \_\_\_\_\_

Course \_\_\_\_\_ Instructor \_\_\_\_\_

Date of Incident \_\_\_\_\_

Brief Description of Incident:

Informal Complaint Remedy/Outcome Statement:

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Administrator Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## UAB School of Optometry STUDENT GRIEVANCE (Complaint) FORM

### STUDENT GRIEVANCE, CONFLICT RESOLUTION AND APPEALS

#### COMPLAINT PROCEDURE

**Informal Complaint Procedure:** Student complaints should be resolved on an informal basis without the filing of a formal grievance.

1. A student has 10 business days from the date of the incident being grieved to resolve their complaint informally by approaching their instructor, department chair or any other staff or faculty member directly involved in the grieved incident.
2. When this process does not result in a resolution of the grievance, the student may proceed to the formal grievance procedure.

**Note: The complaint will not be process if the 10 day period has passed.**

**Formal Complaint Procedure:** Where a student cannot resolve their complaint informally, they may use the formal grievance procedure.

1. Within 15 business days of the incident being grieved, the student must file a formal grievance in the Office of Student Affairs using the Student Grievance Form accompanied by the Informal Complaint Remedy/Outcome Form, and supporting documentation.
2. If the grievance is against the Director of Student Affairs or an individual faculty member, the student shall file the grievance in the Office of the Department of Optometry Chairman.
3. The Director of Student Affairs or the Department Chairman, will investigate the matter and supply a written response to the student within 15 business days.
4. If the grieved incident involves possible unlawful harassment, discrimination or retaliation for reporting unlawful harassment/discrimination, the investigation will be handled by the University Office of Student Affairs as directed by the University policy.
5. If the grieved incident is closely related to an incident being processed through the disciplinary procedure, the disciplinary procedure will take precedence and the grievance will not be processed until the disciplinary procedure has run its course.

**Appeal of Staff Response:** If a student is unsatisfied with the response from the Director of Student Affairs and/or the Chairman of the Department of Optometry, the student may appeal the decision to the Dean.

1. A student must file a written appeal within 5 business days of receiving the response from the Director of Student Affairs and/or the Chairman of the Department of Optometry.
2. The appeal will be decided based entirely on documents provided by the student and the administration; therefore, the student must ensure that he has provided all relevant documents with his appeal.
3. At the Dean's sole discretion, grievance appeals may be held in one of the following two ways:
  - A. The Dean may review the information provided by the student and administration and make the final decision; or
  - B. The Dean may appoint a cross-functional committee to make the final decision.
4. Whichever process is chosen by the Dean, the decision of the grievance appeal is final. Retaliation against a student for filing a grievance is strictly prohibited.