

## Undergraduate Medical Education (UME) Policy

<b>Title: Academic Grievance Policy</b>			
<i>Origination Date:</i> 10/07/2010	<i>Revision History:</i> 04/09/2026; 5/24/2019; 4/19/2019	<i>Last amended/reaffirmed:</i> 04/09/2026	<i>Review frequency:</i> 4 years
<b>Purpose:</b>	The Long School of Medicine (LSOM) recognizes a student's right to due process and the need to assure that student academic grievances are evaluated fairly, equitably, and are handled in a systematic and timely manner. This policy defines academic grievances and outlines the processes and timelines by which an academic grievance is managed.		
<b>Definitions:</b>	<p><b>Academic grievance</b> - a complaint regarding an academic decision or action that may affect the student's academic record and/or concerns adversely influencing the student's academic status for which the student desires remedy. For the purpose of this policy, the terms <b>complaint</b> and <b>grievance</b> may be used interchangeably.</p> <p><b>Written communication</b> - for purposes of this policy, includes electronic communication via email.</p> <p><b>Informal grievance</b> - allows a student to pursue resolution of a grievance directly within the administrative structure of a course (i.e., through the Assistant Dean for Preclinical Curriculum in the preclinical phase or the clerkship director/course director in the clinical phase).</p> <p><b>Formal grievance</b> - allows a student to pursue resolution of a grievance through the medical school's Student Progression and Promotion Committee (SPPC).</p>		
<b>Policy:</b>	<p>The primary point of contact for students pursuing an academic grievance in the LSOM is dependent on the phase of the curriculum and whether the grievance is formal or informal.</p> <p>Informal grievances</p> <ul style="list-style-type: none"> <li>• Preclinical phase: The Assistant Dean for Preclinical Curriculum serves as the primary point of contact.</li> <li>• Clinical phase: The Clerkship Director or Course Director serves as the primary point of contact.</li> </ul> <p>Formal grievances</p> <ul style="list-style-type: none"> <li>• The Associate Dean for Student Affairs serves as the primary point of contact.</li> </ul> <p>Student due process rights are maintained through adherence to the process and timelines outlined herein.</p> <p>Students have the right to pursue formal or informal academic grievances. Students may forego the informal resolution process and move directly to filing a formal academic grievance.</p>		
<b>Process:</b>	<p><u>Informal Academic Grievances</u></p> <p><i>Preclinical Phase</i> A student pursuing an informal grievance must submit the concern in writing to the Assistant Dean for Preclinical Curriculum within 5 business days of the date the student knew or reasonably should have known of the academic concern.</p> <p>Within 20 business days of receipt of the student's written grievance, the Assistant Dean for Preclinical Curriculum will review and investigate the concern and provide the student a written decision.</p> <p><i>Clinical Phase</i> A student pursuing an informal grievance must submit the concern in writing to the Clerkship Director/Course Director within 5 business days of the date the student knew or reasonably should have known of the academic concern.</p> <p>The Clerkship Director/Course Director will review and investigate the concern consistent with departmental educational processes and practices. Within 20 business days of receipt of the student's written grievance, the Clerkship Director/Course Director will provide the student a written decision.</p>		

### Formal Academic Grievances

The following procedures apply to students in both the preclinical and clinical phases.

A student may initiate a formal academic grievance by contacting the Associate Dean for Student Affairs within 5 business days of the date the student knew or reasonably should have known of the academic concern.

If the student first pursues an informal grievance and is dissatisfied with the outcome, the student may pursue a formal grievance by contacting the Associate Dean for Student Affairs within 5 business days of receipt of the informal grievance written decision.

**Within 10 business days** of the triggering event (i.e. the date the student knew or reasonably should have known of the academic concern or the date the student received the informal grievance written decision), the student must:

1. meet with the Associate Dean for Student Affairs (or designee) to review relevant processes and timelines and confirm the factual basis of the formal grievance;
2. submit a formal grievance in writing that states the basis for the grievance in sufficient detail and proposes a requested resolution; and
3. provide supporting documentation.

Upon receipt of the formal grievance and supporting documentation, an *ad hoc* group of the SPPC, including the SPPC chair and at least two additional voting members of the SPPC, will review and investigate the grievance. At the discretion of the *ad hoc* group, the student may be requested to meet to ensure a comprehensive review.

The Associate Dean for Student Affairs (or designee) will be available to the *ad hoc* group to provide relevant information, including applicable LSOM policies, course requirements, and the student's overall academic performance.

The SPPC chair will present to the committee at the next scheduled meeting: the student's written statement and any supporting documentation and *ad hoc* group's review and findings. The SPPC will then:

1. render a decision; or
2. defer a decision pending additional information, which might include a meeting with the student at the discretion of the SPPC.

Within 10 business days after the SPPC meeting, the Associate Dean for Student Affairs will provide the student the committee's written decision.

The decision of the SPPC is final unless appealed to the Dean of the Long School of Medicine. The student continues in the curriculum until the appeal process is exhausted unless the student's continuance poses a safety concern.

### **Appeal of an SPPC Decision to the Dean**

If the aggrieved student is dissatisfied with the resolution, the student may file a formal written appeal to the Dean of the Long School of Medicine.

Within five business days of receipt of the SPPC written decision, the student must submit a written notice of intent to appeal to the Associate Dean for Student Affairs (who will receive the notice on behalf of the Dean).

Within 10 business days of receipt of the SPPC written decision, the student must:

1. meet with the Associate Dean for Student Affairs (or designee) to review relevant processes and confirm the factual basis for the appeal; and
2. submit a written appeal request, including a justification statement, and all supporting documentation to the Associate Dean for Student Affairs who will submit it to the Dean on behalf of the student.

At the discretion of the dean, a face-to-face meeting with the student might be requested. In order to ensure continuity throughout the process, the Associate Dean for Student Affairs will accompany the student in any/all face-to-face meetings with the Dean.

**Within 30 calendar days** from receipt of the student's appeal, the Dean will provide a written decision to the student and the Associate Dean for Student Affairs. The decision of the Dean is final. The Associate Dean for Student Affairs will meet with the student to inform them about the Dean's decision.

All individuals involved in the review, investigation, and resolution of academic grievances under this policy are required to comply with all applicable institutional conflict of interest and recusal policies. Any individual with an actual, potential, or perceived conflict of interest related to a grievance must disclose the conflict and recuse themselves from participation in the grievance process as required by institutional policy.

*Approval Body: Office for Undergraduate Medical Education Executive Leadership*

**CERTIFIED BY:**

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**Policy Custodian**

Name: John Cunningham, MD  
Title: Assistant Dean for Pre-Clinical Curriculum

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**Date**

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Name: Joshua Hanson, MD  
Title: Associate Dean for Student Affairs

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**Date**

**ACCEPTED AND AGREED TO:**

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**Responsible Officer**

Name: Deborah Conway, MD  
Title: Vice Dean for Undergraduate Medical Education

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**Date**

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**Responsible Executive**

Name: Robert Hromas, MD, FACP  
Title: Dean, Long School of Medicine

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**Date**

**Related regulations, policies, and accreditation standards:**

LCME Element 9.9 Student Advancement and Appeal Process  
LCME Element 11.6 Student Access to Educational Records  
Handbook of Operating Policies (HOP) [10.1.2 Code of Ethics and Standards of Conduct](#)  
Handbook of Operating Policies (HOP) [10.1.12 Institutional Conflict of Interest](#)  
[Recusal from Student Progression and Promotion Committee Discussions and Votes Policy](#)  
[Learning Environment and Student Mistreatment Policy](#)