

Undergraduate Medical Education (UME) Policy

| | | | |
|--|--|---|----------------------------------|
| Title: Nonacademic Grievance Policy | | | |
| <i>Origination Date:</i> 07/21/2025 | <i>Revision History:</i> 04/09/2026; 07/21/2025 | <i>Last amended/reaffirmed:</i> 04/09/2026 | <i>Review frequency:</i> 4 years |
| Purpose: | The Long School of Medicine (LSOM) recognizes a student's right to due process and the need to assure that student non-academic grievances are evaluated fairly, equitably, and are handled in a systematic and timely manner. This policy defines non-academic grievances and outlines the processes and timelines by which a non-academic grievance is managed. | | |
| Definitions: | <p>Nonacademic Grievance – a complaint concerning the interpretation, application, or claimed violation of the student's rights for which the student desires remedy. For the purpose of this policy, the terms complaint and grievance may be used interchangeably.</p> <p>Written communication – for the purposes of this policy, includes electronic communication via email.</p> | | |
| Policy: | <p>The Associate Dean for Student Affairs is the primary point of contact for students pursuing a nonacademic grievance in the LSOM. The Associate Dean for Student Affairs facilitates resolution of nonacademic grievances by engaging with the relevant entity (e.g., a standing LSOM committee, departmental leadership) to resolve the nonacademic grievance; the Associate Dean for Student Affairs cannot independently resolve a nonacademic grievance and must engage with a relevant entity.</p> <p>The Associate for Student Affairs will transfer responsibility for nonacademic grievances filed subsequent to decisions made by the LSOM Dean under an academic grievance to the Vice Dean for Undergraduate Medical Education or designee.</p> <p>Student due process rights are maintained through adherence to the process and timelines outlined herein.</p> <p>This policy only applies to grievances that are not of sexual misconduct or discrimination. If the allegation is one of sexual misconduct, University HOP 4.2.2 procedures will be followed. If the allegation is one of discrimination, the Associate Dean for Student Affairs will follow the procedures described in HOP 4.2.1.</p> | | |
| Process: | <p>A student pursuing a non-academic grievance must submit the concern in writing to the Associate Dean for Student Affairs within five (5) business days of the date the student knew or reasonably should have known of the concern. If the grievance involves staff, faculty, or student(s) from the broader campus community (i.e., outside of the Long School of Medicine), the Associate Dean for Student Affairs may liaise with other appropriate authorities, as necessary. In the instance of involvement of the broader campus community, copies of the written grievance will be made available to named parties and the appropriate advocacy/supervisory institutional authorities as necessary.</p> <p>The Associate Dean for Student Affairs (and any appropriate institutional authorities) may, at their discretion, hold discussions with the involved/accused individual(s) to hear and resolve the grievance, schedule a meeting between the student and the involved/accused individual(s), and/or involve other parties in facilitating a resolution of the grievance. This process will be afforded 20 business days from receipt of the nonacademic grievance to provide the aggrieved student a summary of the proposed resolution.</p> <p><u>Appeal of a nonacademic grievance resolution to the Dean</u></p> <p>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.</p> <p>Within five (5) business days of receipt of the proposed resolution 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).</p> <p>Within 10 business days of receipt of the proposed resolution, the student must:</p> <ol style="list-style-type: none"> 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.

If the aggrieved student alleges that institutional policies were not followed during the nonacademic grievance process, the student may file a written appeal to the Vice President for Academic, Faculty, and Student Affairs (AFSA) or their designee on procedural concerns only within five business days of receipt of the dean's decision pertaining to the non-academic grievance.

All individuals involved in the review, investigation, and resolution of nonacademic 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 of Undergraduate Medical Education Executive Leadership

CERTIFIED BY:

Policy Custodian

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

Date

ACCEPTED AND AGREED TO:

Responsible Officer

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

Date

Responsible Executive

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

Date

Related regulations, policies, and accreditation standards:

- LCME Element 9.9 Student Advancement and Appeals
- [UTHSCSA Catalog, Student Mistreatment Policy](#)
- [UTHSCSA Catalog, Grievances](#)
- [OUME Academic Grievance Policy](#)
- [OUME Learning Environment and Student Mistreatment Policy](#)
- [UTHSCSA HOP 4.2.2](#)