

**SOAHS STUDENT COMPLAINT AND GRIEVANCE PROCESS SETTLEMENT FORM**

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The purpose of this form is to document steps taken to address and resolve student concerns during the complaint/grievance process. The form should be completed at each level of the complaint/grievance process with signatures of student and party designated at that step. Please review and utilize the SOAHS Student Complaint and Grievance Policy Procedures Summary document for guidance as you complete the process.

NAME: \_\_\_\_\_ STUDENT ID#: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**Check one:** \_\_\_ Academic Issue \_\_\_ Non-Academic Issue\* \_\_\_ Hazing \_\_\_ Other

\* - harassment \_\_\_ discrimination \_\_\_ disability accommodations \_\_\_ Other \_\_\_\_\_ (list)

**STEP 1 – Course Instructor or Staff Members in Relevant University Offices**

Meet with the course instructor or staff to discuss the appeal request.

1. Explain in detail the nature of the appeal or grievance. (Attach your narrative summary with stated grounds for the appeal, relevant evidence/documentation, as appropriate and the desired outcome to remedy the **issues**).
2. Was the matter resolved at this Step (1)? Yes  No
3. If “No,” please explain the rationale and what was discussed in the section below, and proceed to Step 2.
4. If “Yes,” please explain below, the action that was taken to resolve this grievance at Step 1. Attach additional pages, as needed.

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\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Faculty/Staff Signature

\_\_\_\_\_  
Date

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**STEP 2 - Division Director or Staff Members in Relevant University Offices**

If the matter/issue was not resolved at Step 1, the student may proceed to Step 2. The student must seek resolution at the Division Level by requesting a meeting and submitting the results of Step 1 to the Division Director.

1. Have you met with the course instructor or staff to discuss the appeal request/issue?  
Yes  No
  
2. Explain in detail the nature of the complaint or grievance. (Attach your narrative summary with stated grounds for the appeal, relevant evidence/documentation, as appropriate and the desired outcome to remedy the **issues**).
  
3. Was the matter resolved at this Step (2)? Yes  No
  
4. If "No," please explain the rationale and what was discussed in the section below and proceed to Step 3.
  
5. If "Yes," please explain the action that was taken to resolve this complaint/grievance/issue at Step 2.

Attach additional pages, as needed.

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\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Division Director Signature

\_\_\_\_\_  
Date

**SOAHS STUDENT COMPLAINT AND GRIEVANCE PROCESS SETTLEMENT FORM**

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**STEP 3 – SOAHS’ Director of Student Affairs, Dean’s Office or Staff members in Relevant University Offices**

If the matter was not resolved at Step 2, the student may proceed to Step 3. The student must seek resolution with the assistance of the SOAHS Director of Student Affairs by requesting a meeting and submitting the results of Step 1 and 2 to the Director of Student Affairs.

1. Have you met with the Division Director to discuss the complaint/ grievance/issue?  
Yes  No
  
2. Explain in detail the nature of the complaint/grievance/issue. (Attach your narrative summary with stated grounds for the complaint/grievance/issue, relevant evidence/documentation, as appropriate and the desired outcome to remedy the **issue**).
  
3. Was the matter resolved at this Step (3)? Yes  No
  
4. If “No,” and you are a graduate student, proceed to “Graduate Students Only” instructions. If no, and you are an undergraduate student proceed to “Undergraduate Students” instructions.
  
5. If “Yes,” please explain the action(s) that was taken to resolve this complaint/ grievance/issue at Step 3. You may attach additional pages, as needed.

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\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director, Student Affairs Signature

\_\_\_\_\_  
Date

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❖ **Graduate Students Only – Dean, School of Graduate Studies and Research or Appropriate University Office Official/Administrator**

If the matter was not resolved at Step 3, the graduate student may seek resolution further at the Graduate Dean's level, by submitting the results of Steps 1 – 3, along with any other requested documentation, to the Graduate Studies Graduate Council, for review and consideration.

The student may appeal further to the Provost if the matter is not settled at the Graduate Dean's level.

❖ **Undergraduate Students – Provost, Vice President – Academic Affairs**

If the matter was not resolved at Step 3, the student may seek resolution further with the office of the Provost, Vice President – Academic Affairs by submitting the results of Steps 1 – 3, along with any other requested documentation, to that office for review and consideration.

**FOR OFFICE USE ONLY**

Notification mailed and emailed to student by the School of Allied Health Sciences

on: \_\_\_\_\_ by: \_\_\_\_\_

and/or

Notification received by student in office on: \_\_\_\_\_

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

Acknowledgement of Final Decision

Copy Issued to:  Division Director  Academic Dean