

## **Grievance Procedure**

The School of Health Professions defines a grievance as a claim by a student that Cleveland Clinic and/or one or more of its employees has violated a specific Cleveland Clinic policy or procedure.

A student may resolve a grievance through an informal grievance resolution process or a formal grievance review. Incidents addressed under other policies or processes, such as the Grade Appeal Process, or the Non-Discrimination, Harassment or Retaliation Policy, may not be grieved.

### ***Informal Grievance Resolution***

If a student feels comfortable doing so, they are advised to discuss their grievance informally with the person who is the subject of the grievance. If the parties resolve the grievance, it is deemed closed. If the grievance is not resolved at this level, the student may request an informal review by their Program Director. It is expected that most grievances will be discussed and resolved in a timely fashion informally between the student and the Program Director. The Program Director shall keep a record of the resolution.

If the response from the Program Director is unacceptable to the student, or if the Program Director is the subject of the grievance, the student may initiate the formal grievance review.

### ***Formal Grievance Review***

A student may initiate a formal grievance review by submitting their grievance to the School of Health Professions by email (SOHP@ccf.org). The grievance should include the student's name and program, the name(s) of the Cleveland Clinic employee(s) involved, the specific policy or procedure that may have been violated, and a brief description of the facts giving rise to the grievance. A formal grievance review must be initiated within fifteen (15) business days of the date on which the action giving rise to the grievance is known, whether or not an informal grievance resolution was attempted. This deadline and those set forth below may be extended by the Dean of the School of Health Professions when the Dean determines there is good reason to do so.

#### **Step 1:**

Upon receipt of a grievance, the School of Health Professions shall notify the Program Director, unless the Program Director is a source of the grievance. If the Program Director is a source of the grievance, the School of Health Professions shall notify the Dean of the School of Health Professions who shall designate an individual to fulfill the Program Director's role in Step 1 of the formal grievance review.

The Program Director shall contact the student who submitted the grievance within 5 business days of receipt of the grievance, and schedule a meeting with the student as soon as possible, but no later than 10 business days of receipt.

After meeting with the student, the Program Director shall meet with the employee(s) who is/are the subject of the grievance and may gather additional information if necessary.

The Program Director shall render a decision with respect to the grievance as soon as possible, but no later than 10 business days after meeting with the student. The decision shall include any findings, a determination whether the relevant policy or procedure has been violated, and, if so, any consequences for the violation. The Program Director shall provide the decision in writing to the student, the employee(s) involved and the School of Health Professions.

If the student does not agree with the Program Director's resolution, they may appeal the decision to the Health Professions' Education Council's Student Appeals Committee (the "SAC") by contacting the School of Health Professions within 3 working days of receipt of the Program Director's decision.

**Step 2:**

Upon receipt of an appeal to Step 2, the School of Health Professions shall forward the appeal, the grievance, the Program Director's decision and any additional information gathered by the Program Director to the SAC. The SAC chairperson and two committee members will review the record of the grievance and reach a final decision. The SAC may uphold the Program Director's decision, alter the decision or require the Program Director to conduct additional investigation. The SAC shall render its decision within ten (10) business days of receipt of the appeal. The SAC's decision is final.

The **Office of Educational Integrity** and **Legal Departments** are available, in a consultative capacity, to the Program Director, SAC and Medical Director of the Center for Health Professions Education or to the Chair of the Education Institute as it relates to the student's grievance.