

Complaints, Grievances, and Appeals

Policy & Procedure

Revised March 2022

Consistent with its mission, the College of Health Professions welcomes feedback from students about our policies, programs, and services in an effort to promote a successful learning environment. To that end, the University is committed to providing prompt and fair resolution of student concerns and complaints. As representatives of the University of Detroit Mercy, we are accountable to our students, constituents, and accrediting agencies to provide a process by which students may submit complaints and voice concerns in a nonthreatening manner, free from retaliation of any kind. The following is the link to the [University student complaint website](#).

What is a student complaint?

A student complaint ranges from an experience with, or treatment by, a University employee to a matter relating to academic or non-academic areas not addressed in the college or department handbooks or covered within the University policies and procedures. There are two types of complaints:

1. Academic: College/School-related, Library/IDS, Career Education Center, University Academic Services issues or any other academic matter.
2. Non-academic: Student Services (e.g., Admissions, Financial Aid, Registrar, Student Accounting, International Services, Residence Life or other non-academic departments), Auxiliary Services (bookstores, food services, etc.) or issues with Facilities or Public Safety (buildings, parking lots, security of person or property, etc.)

How is a student complaint different from a grievance or appeal?

A student academic grievance or appeal is **not** handled at the University student complaint link. Complaints related to sexual harassment, Title IX, sexual misconduct or violence, or any other type of discrimination claims are also **not** handled at the link above.

[Student wellness \(Personal Counseling & Student Wellness Center\)](#)
[Disability Support Services](#)

Academic Grievances and Appeals Policy

Informal resolution. Students are expected to take an initial step to resolve a dispute informally and initially with the faculty (or with whomever they have an issue). If the informal dispute is not resolved, the student should meet with the Chair, track Coordinator, or Associate Dean to resolve. Students are expected to utilize internal mechanisms of dispute resolution, such as this appeals process, before utilizing external mechanisms.

Scope. This policy governs appeals for students with academic issues that may affect

performance, clinical performance, advisor notes, compliance with previous conditions of probation, accountability, and external conditions impeding success.

8. The program administrator makes the decision to affirm or overturn the original decision on academic progression based on the committee's recommendation within five (5) business days of receiving the committee's decision. This communication will be sent by

