

# GRIEVANCES & APPEALS

Any student has the right to seek redress of a grievance with immunity from disciplinary action or retaliation without regard to the student's sex, gender, race, religion, disability, color, creed, ethnic, or national origin as included in the regulations of Title VI, Title IX, and Section 504 of the Rehabilitation Act of 1973. The following procedures provide instructions for general academic and non-academic grievances<sup>1</sup>. For complaints regarding COCA accreditation standards, refer to Complaints Regarding COCA Accreditation Standards. For a student to address a grievance, they must utilize the following procedures:

## Non-academic Grievance

The student will present the grievance to the student's assigned faculty adviser. If the faculty adviser cannot affect a resolution to the problem, the student may then consult with the Office of Admissions and Student Services.

The Assistant Dean of Admissions and Student Life or Dean's designee will hear the grievance. If a satisfactory solution cannot be achieved, the student will be advised to prepare a written, signed request, setting forth the grievance and requesting a hearing with the Honor Court or Student Progress Committee.

Copies of appropriate and relevant documentation must be appended to this request, which will include a statement to redress the student requests.

The student will submit the request to the Office of Admissions and Student Services, who will present it to the Chairperson of the appropriate committee.

The Chairperson shall convene the committee after receipt of a written request. The student will be notified in advance of the date, time, and place of the meeting.

The meeting shall be internal, private, and closed to non-University persons. Non-University personnel are not available for consultation during these meetings. Legal representation or any other form of representation is prohibited during the hearing. At the meeting, the student will be afforded a full and fair opportunity to present the grievance and to respond to relevant questions posed by members of the committee.

The Committee will, after deliberation, make a recommendation to the Dean.

Following receipt of the Committee's recommendation, the Dean or his designee will advise the student, in writing, delivered by either certified mail or in person, of the action taken to resolve the grievance.

## LUCOM Policy or Procedure Grievance

Concerns, questions or grievances regarding LUCOM policies and procedures should be addressed to the SGA Administration. The SGA will present the grievances to LUCOM Administration for an appropriate and reasonable resolution.

## Academic Grievances

Matters regarding grading disputes shall include all concerns related to specific grades received or the processes by which grades are determined. The student should begin by addressing his/her concern

with the Office of Medical Education or the Office of Clinical Education, who will inform the appropriate Assistant/Associate Dean. In all appeals regarding a grading dispute or appeal situations, the decision of the Dean is final.

A student who has difficulty in negotiating the grading dispute appeals process may seek guidance from the College's Office for Student Services.

## Assignment Grade

Syllabi for courses that include laboratory practical examinations or graded assessments involving standardized patients or simulation exercises stipulate the process for making a grade appeal. Additionally, appeals must be submitted in writing via LUCOM email and must copy LUCOMMedEd@liberty.edu. Students will receive a written response within 7 business days.

## Course Grade

A student seeking to appeal a decision regarding a final course grade during the first and second year should seek solutions through the following administrative channels; proceeding in the order stated if a resolution cannot be reached:

1. Senior Executive Director of Medical Education at LUCOMMedEd@Liberty.Edu
2. Senior Associate Dean of Academic Affairs
3. Dean (final level of appeal)

A student seeking to resolve a grade concern through the administrative channels above must initiate such action in writing within 5 calendar days from the date students are notified that final course grades have been sent to the LUCOM Registrar. Review of a student problem and complaint at each administrative level will be carried out as expediently as possible. If the student is not satisfied with the decision, they may appeal to the next administrative level. If the student chooses to continue the appeal, this must be done in writing within 5 calendar days of the date the decision was rendered at each level of the appeal. No administrative grade changes will be accepted 45 days after the grade is recorded.

## Clinical Rotation Evaluation

The following process is available to a student pertaining to an appeal of grades and comments made on the Preceptor Evaluation of Student.

Students should seek solutions through the LUCOM Office of Clinical Education. Appeals must be submitted in writing via LUCOM email to LUCOMClinicalEducation@liberty.edu. The LUCOM Office of Clinical Education may involve the DSME, the preceptor, or the appropriate clinical chair or clerkship director, if necessary.

Students seeking to resolve a complaint through the administrative channels listed above must initiate such action in writing within 30 days from the date that the grades or comments were recorded by the LUCOM Office of the Registrar. Students will receive a written response within 7 business days.

## Clinical Rotation Grade

A student seeking to appeal a decision regarding a rotation final grade during the third and fourth years should seek solutions through the following administrative channels; proceeding in the order stated if a resolution cannot be reached:

1. Senior Executive Director of Medical Education at  
LUCOMClinicalEducation@liberty.edu
2. Associate Dean of Clinical Affairs and GME
3. Dean (final level of approval)

Students seeking to resolve a grade concern through the administrative channels listed above must initiate such action in writing no later than 30 days from the date that the final grade was recorded by the Office of the Registrar. Review of a student problem and complaint at each administrative level will be carried out as expeditiously as possible. If the student is not satisfied with the decision, they may appeal to the next administrative level. If the student chooses to continue the appeal, this must be done in writing within 5 calendar days of the date the decision was rendered at each level of the appeal. No administrative grade changes will be accepted 60 days after the grade is recorded.

## **Appeals of Academic, Disciplinary or Dismissal Action**

A written appeal by a student doctor of a Dean's decision regarding an academic, disciplinary or dismissal action must be submitted in writing to the Office of the Dean within 72 hours of receipt of notice of the action or disposition of a hearing.

To appeal a decision made by the Dean relating to academic, dismissal or disciplinary actions reference Appeals Process.

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<sup>1</sup> 1.4 Governance & Program Policies, 9.2 Academic Standards