

GRIEVANCES

UNIVERSITY DECISION

The University of Texas at San Antonio provides the opportunity for students to file a grievance for academic and non-academic complaints. Both academic and non-academic grievance processes are managed by the dean of the school in which the student is enrolled.

PERTINENT INFORMATION

The student grievance policy is based on authority delegated by the Board of Regents of The University of Texas System, and the Texas Higher Education Coordinating Board. Grievance policies for academic and non-academic matters are administered by each school. The student appeal process for academic and non-academic matters resides in the school of student enrollment. The dean of the school in which the student is enrolled has the responsibility to hear final appeals and to make the final decision.

DEFINITION OF TERMS

For purposes of this policy, the terms **complaint** and **grievance** may be used synonymously.

The Office of Student Life is the designated student ombuds resource and can provide provide unofficial, confidential consultation about a student's rights, responsibilities, and options.

The **assistant or associate dean** is the position that oversees student affairs in each school.

An **informal grievance** allows a student to pursue a resolution on an unofficial basis with the guidance of her/his Assistant or Associate Dean.

The **formal grievance** procedure is intended to provide a student with an opportunity to formally grieve any perceived act, omission or issue of a nonacademic nature which adversely affects a student.

An **academic grievance** is a complaint regarding an academic decision or action that affects a student's academic record.

A student may file a **non-academic grievance** against another student, faculty or staff of the health science center concerning the interpretation, application, or claimed violation of her/his rights.

POLICY

Student Academic Grievance Procedures

Each school at the health science center has a defined academic and non-academic grievance policy to meet the needs of its students. Please refer to the school specific section information:

- School of Nursing: [uthscsa.edu/academics/nursing/](https://www.uthscsa.edu/academics/nursing/) (<https://www.uthscsa.edu/academics/nursing/>)
- School of Medicine: [uthscsa.edu/academics/medicine/](https://www.uthscsa.edu/academics/medicine/) (<https://www.uthscsa.edu/academics/medicine/>)
- School of Health Professions: [uthscsa.edu/health-professions/](https://www.uthscsa.edu/health-professions/) (<https://www.uthscsa.edu/health-professions/>)
- School of Dentistry: [uthscsa.edu/academics/dental/](https://www.uthscsa.edu/academics/dental/) ([http://www.uthscsa.edu/academics/dental/](https://www.uthscsa.edu/academics/dental/))

- Graduate School Biomedical Sciences: [uthscsa.edu/academics/biomedical-sciences/](https://www.uthscsa.edu/academics/biomedical-sciences/) (<https://www.uthscsa.edu/academics/biomedical-sciences/>)
- School of Public Health: <https://www.uthscsa.edu/public-health/>

Student Nonacademic Grievance Procedure

A student filing a non-academic grievance should provide the following information: relevant names, locations, dates, witnesses and description of the incident(s) that occurred. If the accused individual is a health science center employee, the employee's immediate supervisor receives the written grievance. Please refer to the Student Mistreatment Policy (<http://catalog.uthscsa.edu/generalinformation/institutionalpolicies/studentmistreatmentpolicy/>) in this catalog for information on the non-academic grievance procedure.

Americans with Disabilities Act

In accordance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (http://www.ada.gov/ada_intro.htm) (ADA), the grievance procedures described in this document should be followed for complaints alleging discrimination on the basis of disability.

No qualified student shall, on the basis of disability, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any academic program or activity at the health science center. If a student feels he/she has been subject to discrimination, a complaint should be filed with the Office of Educational Support Services.

Sexual Misconduct and Civil Rights Violations

Complaints alleging sexual assault and/or sexual harassment should be addressed in accordance with the policies and procedures set forth in the Institutional Handbook of Operating Policies Section 4.2.2: Sexual Misconduct Policy (<https://public.powerdms.com/UTHSA/documents/1590366/>) . For all other Title VII complaints refer to the Institutional (<https://public.powerdms.com/UTHSA/documents/1590354/>)Handbook of Operating Policies Section 4.2.1: "Nondiscrimination Policy and Complaint Procedure" (<https://public.powerdms.com/UTHSA/documents/1590354/>)

Grievances for Distance Education Students

The health science center desires to resolve student grievances, complaints and concerns in an expeditious, fair and amicable manner. Students enrolled in the health science center who desire to resolve a grievance should follow the health science center's Student Grievance Procedure as stated in the catalog. Allegations of criminal offenses or alleged violations of a state's general purpose laws may be made directly to the relevant state agencies. Academic grievances or student conduct violations are governed entirely by the health science center.

However, with the exception of complaints about grades or student conduct violations, persons dissatisfied with the outcome of the grievance process may appeal the decision to the SARA Portal Entity (<https://nc-sara.org/sara-student-complaints-0/>) in the institution's home state within two years of the incident.

For detailed information on the grievance process, visit the SARA Policy Manual (<https://nc-sara.org/sara-student-complaints-0/>).

The University of Texas System provides to its students and prospective students contact information for filing complaints with the Southern Association of Colleges and Schools Commission on Colleges, its

accrediting agency, and with the appropriate state agency for handling complaints in the student's instruction and/or residence state.

The University of Texas at San Antonio participates in the State Authorization Reciprocity Agreement (SARA). Students enrolled in distance education programs under SARA may pursue complaints through the university's complaint resolution process and, if unresolved, through SARA's complaint procedures.

Information about both The University of Texas at San Antonio's and SARA's complaint resolution policies and procedures is available on the university's website and is provided to students at the time of enrollment.

The Texas Higher Education Coordinating Board

If a student exhausts The University of Texas at San Antonio grievance process, a complaint may be filed to The Texas Higher Education Coordinating Board. More information on the types of complaints it investigates, processes, and the complaint form can be accessed on The Texas Higher Education Coordinating Board website. (<https://www.highered.texas.gov/student-complaints/>)