

## **Grievance Policy for Students**

It shall be the policy of Texas Health and Science University that this Grievance Policy for Students shall represent the University's commitment to the highest quality of customer service and the fair and equitable resolution to complaints or grievances. This policy applies to all full-time and part-time students enrolled in the University. We welcome all comments and suggestions for improvement. All complaints will be handled in a professional and timely manner to ensure the best course of action for all parties involved.

In attempting to resolve any grievance/complaint, it is the obligation of the individual first to make a serious effort to resolve the matter with the individual with whom the complaint/grievance originated. The following steps are used to ensure efficiency in this process:

1. It is encouraged that, if the problem is with an individual, both parties address the issue informally in an attempt to settle the situation and develop a working solution.
2. If the situation is not resolved amicably, any student with a complaint regarding the administration of a University policy or procedure, or with a University administrator or member of the faculty, or with another student should next contact the Dean of Students who will make every reasonable effort to resolve the problem.
3. If the grievance is not settled the student has the right to use the formal grievance procedure. In order to do so, the student must complete the grievance form and return it to the Academic Dean, whose mailbox is located in the Main Office.
4. The Academic Dean will make a decision within ten (10) working days of receiving the written statement. The individual will be contacted via e-mail or phone either to schedule a meeting or to inform the aggrieved student of any action/follow-up that will be taken.
5. If the individual is not satisfied with the resolution, an appeal may be made in writing to the Vice President of the University.
6. If the individual still is not satisfied with the resolution, an appeal may be made in writing to the President. The decision of the President will be final.

Following exhaustion of the University's procedures, Grievances and Formal Complaints may also be addressed to one of the following:

**Accrediting Council for Independent  
Colleges and Schools (ACICS)  
750 First Street, NE, Suite 980  
Washington, DC 20002-4241  
202-336-6780**

**Accreditation Commission for  
Acupuncture and Oriental Medicine (ACAOM)  
8941 Aztec Drive**

**Eden Prairie, Minnesota 55347  
952-212-2434 voice  
301-313-0912 – FAX**

**Texas Higher Education Coordinating Board (THECB)  
Office of General Counsel  
P.O. Box 12788  
Austin, Texas 78711-2788**

**THECB rules governing student complaints can be found at: Texas Administrative Code, Title 19, Part 1, chapt.1, Subchapter E, 1.110 – 1.120:  
[http://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac\\_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y)**

**THECB's Student Complaints page, with forms and a description of the complaint procedure, is at: <http://www.thecb.state.tx.us/studentcomplaints>**