

Graduate Student Grievance Policy: College of Pharmacy
reviewed by the Graduate Studies Committee, and UH Counsel
passed by COP faculty, 19 Sept 2016

Grievances resulting from academic related matters between students and faculty are handled according to the university-wide procedure described in the Graduate Catalog. Prior to University-level action however, an attempt to resolve the grievance within the College of Pharmacy must be made. The student should first attempt to resolve the grievance with the faculty member informally. If an acceptable solution cannot be agreed upon, the grievance should be presented in writing along with supporting documentation to the Chair of the Department's Graduate Education Committee (GEC). If this committee has any student representative, he/she must be excused. This formal grievance must state (1) when the student discovered the issue, (2) describe the grievance, (3) provide evidence to support the grievance, and (4) indicate the desired resolution. The formal grievance must be filed no later than 30 calendar days from the point in time when the grievant had knowledge or should have had knowledge of the problem being grieved. If the Chair of the GEC is the object of the grievance, that person will be excused and a designated member of the GEC will serve in his/her place for this matter.

The Chair of the Department's GEC (or designee) will acknowledge and confirm receipt of the grievance and will inform and share all documents with the members of the GEC. The Department's GEC (see Department's bylaws for composition of committee members), upon evaluation of the documents, will initially attempt to mediate the grievance. The GEC may request additional information, arrange meetings, or assist in other methods of resolution as outlined in the Graduate Catalog. The GEC will arrive at a decision acceptable to both parties within 10 working days from the day the grievance was filed. The Department Chair will be advised of the situation before the resolution is finalized and will also be bound by it when final.

If an acceptable resolution cannot be reached, the Department's GEC will hold a formal hearing with all parties involved, and recommend a resolution to the Department Chair within 30 calendar days after the failed mediation. The Department Chair may accept the recommendation of the Department's GEC, return the grievance to the faculty for further consideration, or resolve the grievance in another manner. The Department Chair must make a decision within 10 working days of receiving the written recommendation, notifying all parties of the decision in writing. A written record of the entire process (including the original grievance filed, all responses and evidence, and the final report of the outcome) will be kept on file in the department until graduation of the student. If the Department Chair is the object of the grievance the Vice Chair will serve in his/her place, or if there is no such person, the GEC chair.

In the event that either party involved in the grievance is dissatisfied with the outcome of this process, that party may file a formal written appeal with the College of Pharmacy Graduate Studies Committee (GSC). The College GSC is composed of four college faculty members and three graduate students, all of whom have voting rights. The student representing the program from which the grievance originates will be excused. This committee will have 10 working days to take action on the appeal as described above and forward their recommendation to the Dean of the College of Pharmacy. The Dean may accept the recommendation of the College of Pharmacy GSC, return the appeal to the committee for further consideration, or resolve the appeal in another manner. The Dean must make a decision within 10 working days of receiving the College of Pharmacy GSC's recommendation, notifying all parties of the decision in writing.

If either party involved is dissatisfied with the outcome of the College process, they may petition for a University level review as described in the Graduate Catalog.