

Student Complaint Procedure, School of Graduate Studies and Research

The School of Graduate Studies and Research wishes to establish and maintain positive relationships among its students and the faculty, staff, and administration. The School affirms that it will work with integrity to come to a resolution on each complaint issue and when resolved, no additional step needs to be followed. The entire process of each student's complaint should be completely addressed within the same semester of the original student's complaint.

Step 1. Student should develop a clear and concise statement of the problem in writing.

Step 2. Student is to make an appointment to meet with the individual with whom the student has the complaint. For example, if a complaint is about a grade, the student should meet with the instructor who gave the grade.

Step 3. Student meets with the individual to discuss the complaint and its potential resolution.

Step 4. If a resolution is reached, no further step is to be taken.

Step 5. If no resolution is reached, the student is to make an appointment to meet with the Director of Graduate Studies of each program for the Ph.D. students, the MSPH program Director for the MSPH students, and the Director of the Master of Health Sciences for the MHS students and the Director of the Master of Science in Clinical Investigation for the MSCI students.

Step 6. The student meets with the relevant Program Directors

Step 7. If a resolution is reached, no further step is to be taken.

Step 8. If no resolution is reached, the student is to make an appointment to meet with the Dean, SOGSR.

Step 9. The student meets with the Dean, SOGSR.

Step 10. If a resolution is reached, no further step is to be taken.

Step 11. If a resolution is not reached, the Dean, SOGSR, will, establish an Ad-Hoc Committee to make a recommendation about the issue to the Dean. The Committee will consist of a representative of the:

- Graduate School Association, and/or DPHP-SA if applicable
- A faculty representative of the Program involved
- Associate Deans from the School of Dentistry, School of Medicine, or Meharry Medical College Chaplain who will act as Chair of the Committee.

Appropriate documents to be used in the Ad-Hoc's deliberations should be those of:

- Meharry Medical College
 - Established policies and procedures
 - Class syllabus
 - Meharry's legal requirements
- Local, State, and US laws

Step 12. Based on recommendation of the Ad-Hoc committee, the Dean, SOGSR, makes the final decisions and forward the decision to the appropriate persons.