

Policy: Due Process/Grievance

Rev. academic year 2020-21

The NM Academy recognizes the importance of providing an opportunity for students to appeal decisions made by program officials, faculty, and staff and is committed to maintaining an environment where students learn in an atmosphere of acceptance and mutual respect. This Due Process/Grievance procedure has been developed to facilitate communication in a time of conflict, fairly consider both sides of a disagreement, and resolve disputes in a timely and constructive manner.

Many issues and concerns can be resolved by open communications and through an informal process. Individuals are encouraged to achieve by informal means what they regard as a fair and reasonable resolution of their complaint.

In the event that the grievance is not resolved through informal discussion, the student has the opportunity, without fear of penalty or retaliation, to pursue the formal grievance procedure as described below.

Procedure:

1. To start the formal grievance process, the student must submit a written grievance to the Program Director within five business days of the decision or action giving rise to the grievance.
2. The Program Director will schedule a meeting to address the grievance with the student and relevant faculty within three business days of receipt of the written grievance.
3. If the issue is not satisfactorily resolved by the Program Director, the student shall submit a written request for a formal hearing before members of the program's Advisory Committee within three business days. A statement outlining the specific issues that most concern the student should be included in the written request.
4. Upon receipt of the written request for hearing, the Program Director will schedule a hearing before the program's Advisory Committee within five business days. A minimum of three Advisory Committee members, to include the Manager of the NM Clinical Schools, must be present at the scheduled hearing.
5. At the scheduled hearing, the student will be given an opportunity to present relevant information concerning the grievance, as well as call witnesses, if necessary.
6. The Manager of the Clinical Schools will prepare a report summarizing the Advisory Committee's findings and inform the student, in writing, of the Advisory Committee's decision within three business days.
7. If the student is dissatisfied with the decision of the Advisory Committee, they may request a final appeal to the Director of NM Academy. The student shall submit a written request to the Director of the NM Academy within three business days of receiving the decision of the Advisory Committee.
8. The Director of NM Academy will schedule a meeting with the student within five business days of receipt of the written request. The decision of the Director of NM Academy will be final.