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**Subject: Student Grievance**

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**1. Purpose**

This policy outlines the procedures for students to file a grievance against a Maryland University of Integrative Health (MUIH) faculty or staff when a student believes they have been subjected to inappropriate behavior by an official acting within their role and duty.

**2. Policy**

In any diverse community there are bound to be disagreements and misunderstandings. Direct, open, and cooperative dialogue, in which all parties acknowledge and understand their contributions to a conflict, can often lead to a better understanding of the situation and a satisfactory resolution. The clear preference of MUIH is that any resolution of concerns, complaints, or conflicts proceeds in the spirit of interconnectedness, reconciliation, and healing. This possibility is enhanced when the parties can come together and develop an agreement. Any efforts that serve to achieve reconciliation are therefore encouraged.

The grievance process begins in the Student Affairs Office, either with the Associate Vice President for Student Life & Dean of Students or an appointed representative. A grievance against an MUIH faculty or staff member arises when a student believes they have been subjected to inappropriate behavior by a University faculty or staff member acting within their role and duty. A grievance may also arise if a faculty or staff member subjects a student to personal misconduct. These types of grievances may arise when a student is subject to inappropriate behavior outside of the faculty or staff members’ role and duties at MUIH.

MUIH encourages all students to first submit any grievances, complaints, or concerns directly to MUIH utilizing the procedures outlined in this policy.

**2.1 Grievances Not Covered by this Policy**

The following grievances are not covered by this policy:

- Grade disputes. Students are advised to relay any concerns about these matters to their faculty member and/or the Department Chair. See [Policy 6035 Grading in Academic Courses Policy](#) for more information;
- Grievances related to sexual harassment, sexual misconduct, discrimination, or any other acts covered under [Policy 1020 Sexual Harassment, Sexual Misconduct, Sexual Assault, and Retaliation](#);
- Grievances related to disability discrimination, failure to provide accommodations, or any other acts covered under [Policy 7010 Disability Services](#); and,
- Grievances that are covered by any MUIH policy for which there is a separate grievance procedure.

For more information, contact the Associate Vice President for Student Life & Dean of Students at [StudentLife@ndm.edu](mailto:StudentLife@ndm.edu).

### **3. Procedures**

Prior to filing a grievance, a student (the complainant) should consider directly contacting the person involved in the grievance (the respondent) in an attempt to resolve the matter. If a student needs assistance to facilitate such a meeting, they may contact the Director of Academic Success and Accessibility who is available to provide consultation and guidance for students seeking help when addressing a complaint.

If a complainant is not comfortable directly contacting the respondent or if the attempt to resolve the grievance is unsuccessful from the perspective of the complainant, the complainant may file a grievance with the Student Affairs Office to facilitate a resolution. To file a grievance, the student must submit the [Student Grievance Form](#). The Student Grievance Form should provide as much detail as possible. In addition, the student should submit any relevant documents within the Student Grievance Form.

The Student Grievance Form must be submitted no later than two weeks after the occurrence which gave rise to the grievance or two weeks after a meeting with the respondent to resolve the matter is unsuccessful. If there are extenuating circumstances in meeting this deadline, the grievance may be filed beyond the two-week deadline with an explanation of the reason for delay and a request to consider the grievance. The University may choose not to consider a grievance that is filed after the two-week deadline.

The Associate Vice President for Student Life & Dean of Students or their designee, in consultation with the Dean of Academic Affairs and/or the Vice President of Human Enrichment/Title IX Coordinator as appropriate, will work towards a resolution.

In the unlikely event that an issue cannot be resolved by MUIH, students may file a complaint with MUIH's state approval and licensing entity the [Maryland Higher Education Commission](#).

#### [Maryland Higher Education Commission](#)

6 North Liberty Street, 10th Floor  
Baltimore, MD 21201  
Fax: (410) 332-0270  
Telephone: (410) 260-4500

Unresolved complaints may also be filed with the Middle States Commission on Higher Education, the University's accrediting agency, once all other avenues have been exhausted.

#### [Middle States Commission on Higher Education](#)

3624 Market Street, 2nd Floor West, Philadelphia, PA 19104  
Telephone: (267) 284-5000  
E-mail: [info@msche.org](mailto:info@msche.org) Spanish: [españolinfo@msche.org](mailto:españolinfo@msche.org)

If a student believes that a program accredited by the Accreditation Commission for Acupuncture and Oriental Medicine (ACAOM) is not in compliance with ACAOM's Eligibility Requirements, Standards and Criteria for Accreditation, and/or its required accreditation process/procedure(s), you may file a written complaint with ACAOM, located at 8941 Aztec Dr, Suite 2, Eden Prairie, MN 55347; phone: (952) 212-2434.

#### **4. References**

Policy 1020 Sexual Harassment, Sexual Misconduct, Sexual Assault, and Retaliation,

Policy 6035 Grading in Academic Courses Policy,

Policy 7010 Disability Services,

Student Grievance Form

All of the aforementioned policies and forms are located [here](#).

#### **5. Approval and Revisions**

Approved November 17, 2017 by Provost & Vice-President Academic & Student Affairs, Christina Sax, Ph.D.

- Revision 1

Added information about accrediting organizations.

Approved February 25, 2021, by Provost & Vice-President Academic & Student Affairs, Christina Sax, Ph.D.

- Revision 2

Clarified scope and time frame for reporting grievances.

Provided a link to web-based reporting form.

Approved January 24, 2022, by Provost & Vice-President Academic & Student Affairs, Christina Sax, Ph.D.

- Revision 3

Updated "Dean of Student Affairs" position to "Associate Vice President for Student Life & Dean of Students" position throughout the policy. Updated contact information in Section 2.1.