



# Katz School

The Katz School  
of Science and Health

## Student Grievance Procedure

The School is committed to a policy of resolving all student grievances through a set of appeal procedures designed to address the student's issue or concern fairly. Students may appeal evaluation decisions by instructors, supervisors or faculty advisors when they believe they were subject to harassment, discrimination, and unsubstantiated claims of unsatisfactory performance that deviate significantly from standard evaluation procedures used by that instructor, supervisor or faculty advisor. Note that the procedures set forth in the University's Non-Discrimination and Anti-Harassment Policy (Title IX Policy) will apply in connection with alleged violations under such policy.

If a student has a grievance, he/she is assured of due process, respect, and confidentiality. The following procedure should be initiated within the semester in which the problem or incident occurs and no later than 30 days beyond the final day of classes in any given semester.

1. **Informal Level:** Students should first discuss their grievance with the primary instructor, supervisor, or faculty advisor who is the subject of the grievance. The purpose of this meeting is to clarify the reasons for the decision or action by the instructor, supervisor or faculty advisor and to provide the student with an opportunity to respond to the decision or action. The meeting also provides an opportunity for the student and the instructor, supervisor or faculty advisor to reach a common understanding of the identified problem(s) and clarify recommendations and the expected timeframe within which problems will be remedied. A follow-up meeting is often scheduled to evaluate compliance with these recommendations. Every effort should be made to resolve grievances at this level and safeguard confidentiality by involving only essential parties.

If the department chair is the source of the grievance, the student will submit the grievance in writing to the Dean. In either case, the written grievance must include the relevant facts surrounding the grievance and any supporting materials. If the department chair is not the subject of the grievance, he or she will take all steps necessary to investigate details of the grievance. If the department chair is the subject of the grievance, the dean will take all steps necessary to investigate details of the grievance. Such steps may include, but are not limited to, interviewing the student and faculty member, reviewing supporting documentation. Within 30 days of receipt of the written grievance, and after reviewing the relevant facts surrounding the grievance, the department chair or dean will propose a resolution to the grievance. The student may either accept the proffered resolution or appeal the decision.

2. **Meet with Program Director:** When the student thinks that his/her grievance is still unresolved by the instructor, supervisor, or faculty advisor, the student may arrange a meeting to discuss the grievance with the Program Director. Students are expected to submit written documentation of evidence for their grievance within 30 days of the conclusion of the Informal Level process, and preferably by the final day of classes of the semester in which the problem occurred. Students can consult with the Katz School Student Advocate for support with this process. The Program Director will review all documentation and will notify the student and relevant instructor, supervisor or faculty advisor of his/her decision. \
3. **Committee on Academic Standards and Integrity (CASI):** If the Program Director cannot resolve the student's issue, or the student files (within 30 days) a written appeal of a decision made by the Program Director, then the case will be referred to the CASI. The student can consult with the Katz School Student Advocate for support with the appeal process. The faculty on the committee cannot be faculty members from the student's program. The student will have the opportunity to orally present the nature of his/her appeal to the committee. The committee will review all documentation and testimony and will

notify the Program Director and the student of their decision to grant or deny an appeal or recommendation on disciplinary action on the issue.

4. **Review by Dean:** Should the CASI not be able to resolve the student's issue, or the student wishes to appeal a decision by CASI, the student must submit a written request (within 30 days of the decision) that the Dean review the action, clearly stating the reasons for such a review. The Dean may grant or deny the request. If the Dean grants the request, he/she will evaluate all the available materials as to the facts and circumstances, including any recommendation from the CASI, and may request a personal interview with the student. The Dean's decision shall be final as to whether to review the determination, and, if so, whether to adhere to the committee's recommendation.

## **Students in Speech-Language Pathology - CAA Complaint Policy**

Students in the Speech-Language Pathology Program may register a signed, written complaint to the Chair, Council on Academic Accreditation (CM) of the American-Speech-Language-Hearing Association, 10801 Rockville Pike, Rockville, MD 20852. The complaint must clearly describe the specific nature of the complaint and the relationship of the complaint to the accreditation standards and include supporting data for the complaint. The CAA requires that the complainant exhaust all institutional grievance and review mechanisms before submitting a complaint to the CAA.

### **Complaints**

A complaint about any aspect of the Speech-Language Pathology program at the Katz School of Science & Health, Yeshiva University may be submitted by any student, instructional staff member, speech-language pathologist, audiologist, clinical educator and/or member of the public. The Program Director documents and maintains a record of all complaints in a protected file, ensuring that all complaints are investigated and recorded when each complaint is resolved.

### **Policy for Complaints about the Program**

A complaint about the Speech-Language Pathology program at the Katz School of Science & Health, Yeshiva University may be submitted by any student, instructional staff member, speech-language pathologist, audiologist, and/or member of the public. The complaint procedure is detailed in the CAA Accreditation Handbook (Chapter XIII).

The criteria for complaints and submission requirements can be found at <https://caa.asha.org/programs/complaints/>.

One of the submission requirements for a complaint is that the complainant follows all institutional grievance and review policies before filing a complaint to the CAA. Every possible attempt is made to resolve complaints and grievances within the Speech-Language Pathology program.

Student complaints regarding the program's policies and procedures or unlawful conduct are maintained by the Program Director in a protected file. The Program Director will make documentation available to the CAA upon request.