

UNIVERSITY OF COLORADO SKAGGS SCHOOL OF PHARMACY AND PHARMACEUTICAL SCIENCES (SSPPS)

GRIEVANCE POLICIES AND PROCEDURES

Students who want to address, discuss or file a grievance have a variety of mechanisms available to them. The nature of the grievance determines which of the following policies and procedures apply. Students are encouraged to address their concerns as soon as possible through an informal process by contacting the department or the individuals directly involved. If the grievance is not resolved at that level, students are encouraged to meet with the Assistant Dean for Student Affairs, the Director of Student Services or the Student Academic Coordinator in the Office of Student Services (OSS) to discuss the nature of the grievance and the appropriate course of action. Students who do not feel comfortable bringing grievances to personnel in the OSS should contact the SSPPS Associate Dean for Academic Affairs or personnel in one of the Anschutz Medical Campus offices described below, based on the nature of the grievance, for assistance. Interactions should remain professional at all times and under all circumstances. Individuals are entitled to express concerns, complaints, disagreements, suggestions or grievances as described in this policy without fear of retribution.

Scholastic Advancement

A student has the right to submit an appeal regarding issues of a scholastic nature, as related to an individual course or his/her progression in the Pharm. D. program. Course content-based issues are generally not eligible for appeal. It is the responsibility of the student to prove that there exists reliable evidence of extenuating circumstances for the Scholastic Advancement and Appeals Committee (SAAC) to grant a formal hearing. A student, who has questions or concerns about his/her academic success or progress, is strongly encouraged to work closely with the Associate Dean for Student Affairs, the Director of Student Services or the Student Academic Coordinator. These individuals exist to assist the student in navigating academic situations and can help the student by: discussing situations to explore the best course of action, meeting with the student and instructors/course directors to serve as a student resource and advocate, providing clarification regarding whether a situation is eligible for appeal, and assisting the student with preparing an appeal and with the appeal process. The entire Scholastic Advancement and Appeals Policy is at the following URL:

http://www.ucdenver.edu/academics/colleges/pharmacy/currentstudents/OnCampusPharmDStudents/PharmDResources/Documents/SSPPSS_AAC_Policy_09-26-2014.pdf

Discrimination

Grievances related to diversity issues (or any associated retaliation) including but not limited to race, color, national origin, sex, age, disability, creed, religion, sexual orientation or veteran status can be directed to the Associate Dean for Student Affairs, the Director of Student Services in the OSS, the University of Colorado Anschutz Medical Campus Employment Rights Compliance and Investigations Officer at 303-724-9694. The University does not discriminate in admission and access to, or treatment and employment in, its educational programs and activities. The university policy on Non-discrimination can be viewed at <http://www.cu.edu/regents/laws-and-policies/regent-laws/article-10-nondiscrimination>.

Sexual Misconduct Grievances

Grievances related to sexual misconduct (or any associated retaliation whether on or off campus) can be directed to the Director of Student Services or the Assistant Dean for Student Affairs or the University of Colorado Denver Title IX Coordinator at 303-315-0126 or 1-844-CU-TITLE (288-4853). Any faculty or staff member who is considered a *responsible employee*, as defined in Section III, who witnesses or receives information regarding any possible *sexual misconduct* prohibited herein is required to promptly report to the Title IX Coordinator or designee all known details about the alleged *sexual misconduct*. The form for reporting sexual misconduct can be found at this link:
<http://www.ucdenver.edu/policy/TitleIX/Pages/Title%20IX%20Report%20Process.aspx>

Disability Student Accommodations

The Office of Disability Resources and Services (DRS) has the responsibility of determining a student's need for accommodation. This determination is made through a two-part process of an intake interview and reviewing documentation of the disability. If the DRS staff determines a student is eligible for accommodations, the DRS is responsible for coordinating the accommodations.

If the student believes the accommodation(s) provided are not reasonable, the below-listed procedure shall be followed. While the following time limits should not be exceeded, the goal of the DRS staff is to accomplish each step as quickly as possible.

1. The student schedules a meeting with the DRS staff member who evaluated the original accommodation request and discuss the matter. If an accommodation is related to a specific course, the student's faculty member may be asked to attend the meeting.
2. If the student is not satisfied with the outcome of the meeting, the student should make an appointment to meet with the Director of the Office of Disability Resources & Services within ten (10) working days of the date of the meeting with the DRS staff member. The Director will review the matter, allowing all interested parties an opportunity to submit relevant information, statements and documentation. The Director will make a decision regarding the grievance within ten (10) working days of the meeting with the student and attempt to notify the student immediately. Notice may be written, oral, telephonic or electronic mail.
3. If the student is not satisfied with the result of the meeting with the Director, the student can request an ADA Grievance form. This form should be completed and submitted to the ADA Coordinator within ten (10) working days from the date of the student's receipt of the decision resulting from the meeting with the Director.

4. After the ADA Coordinator receives the grievance form, he/she will conduct a review of the student's grievance. This review may involve meeting with the student, DRS staff, a faculty member and/or other staff members. In filing an appeal with the ADA Coordinator, the student thereby gives the ADA Coordinator permission to review the student's documentation and file.
5. The ADA Coordinator will make a final decision regarding the ADA grievance within thirty (30) working days of receiving the ADA Grievance form. This decision will be communicated to the student in writing with a copy provided to the Office of Disability Resources and Services and other appropriate college/university staff.

Office of Disability Resources and Services, Building 500, Rm Q-20-EG305, (303) 724-5640; 303-724-8428 Fax (303) 724-5641
<http://www.ucdenver.edu/student-services/resources/disability-resources-services/accommodations/Pages/grievance-policy.aspx>

Academic Dishonesty and Student Conduct

The SSPPS Student Ethics and Conduct Code exists to promote honorable conduct by all students in the school and instill a life-long commitment to the principles embodied within the code. Its purpose is to create an environment where honesty, integrity and respect are rewarded and unethical, dishonest or disrespectful behaviors are prevented, deterred or do not exist. Ultimately, the value of the code depends on students monitoring their own behavior and discouraging violations of the code by others. Students are obligated to self-report, i.e., file an incident report for suspected or substantiated violations of the code which they may have committed, and to report suspected or substantiated violations of the code committed by other students. Failure to report a violation is itself considered a violation of the code. The Student Ethics and Conduct Code can be found at http://www.ucdenver.edu/academics/colleges/pharmacy/currentstudents/OnCampusPharmDStudents/PharmDResources/Documents/SOP_Student_Ethics_and_Conduct_Code_2012.pdf. The incident report form can be found at the following URL: http://www.ucdenver.edu/academics/colleges/pharmacy/currentstudents/OnCampusPharmDStudents/PharmDResources/Documents/SECC_Incident_Report_Form.pdf.

The Ombuds Office

The Ombuds Office at the University of Colorado Denver | Anschutz Medical Campus provides an alternative forum for prompt, impartial, and confidential discussion for individuals to review options for the informal resolution of differences. Contacting the Ombuds Office is a voluntary process and neither the office nor any other entity or person may compel a visitor to utilize its services. We assist people with disagreements and a variety of conflict-related issues, such as: working conditions, interpersonal interactions, grades, policies and procedures, sexual harassment, discrimination, and disciplinary actions. The Ombuds Office possesses no formal decision-making authority, but rather provides options and resources for visitors in attempting to resolve their conflicts.

More information can be obtained on the Ombuds website at <http://www.ucdenver.edu/about/departments/OmbudsOffice/Pages/Students.aspx> or by contacting the office at 303-724-2950 or visiting the office at Building 500, Room 7005C.

American Council on Pharmacy Education

Grievances not addressed by policies described above or grievances related to American Council on Pharmacy Education (ACPE) accreditation standards are governed by policies and procedures described in Appendix J. ACPE standards address but are not limited to the SSPPS academic curriculum, policies and procedures regarding implementation and assessment of the curriculum and policies and procedures regarding students, faculty, facilities and resources. For reference, ACPE Standards can be found at https://www.acpe-accredit.org/pdf/S2007Guidelines2.0_ChangesIdentifiedInRed.pdf or the ACPE homepage at www.acpe-accredit.org/, click on the "Standards" tab at the top of the page and finally on "Standards and Guidelines" in either the PDF or Word format to access the Accreditation Standards and Guidelines for the Professional Program in Pharmacy Leading to the Doctor of Pharmacy Degree, Effective July 1, 2007. The ACPE complaints policy can be found at <https://www.acpe-accredit.org/students/complaints.asp>.