



RE: Grievance Policy and Procedures – Policy Statement

Date: Monday, September 29, 2014

The University of Colorado Skaggs School of Pharmacy and Pharmaceutical Sciences will establish, maintain and review mechanisms designed to address grievances not addressed by other policies and procedures in the school as outlined in the student bulletin or grievances related to American Council on Pharmacy Education (ACPE) standards by any student in the school. The school has a commitment to ensuring that such student grievances are resolved in a timely manner in accordance with principles of fairness for all students. The school recognizes the rights of students to file grievances without recrimination or adverse effect on their academic status.

ACPE Standards can be found at http://www.acpe-accredit.org/pdf/ACPE_Revised_PharmD_Standards_Adopted_Jan152006.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 grievance policy will:

- identify components of the grievance process;
- describe the roles and responsibilities of the persons involved in the process;
- identify sources of information and advice for all parties involved in a grievance, in particular, other policies and procedures that are relevant to the grievance process;
- provide procedures for feedback from all individuals involved in the grievance for improvement purposes; and
- provide reviews of the effectiveness of the student grievance 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 meet with the Distance Degrees and Programs (DDP) Director, the DDP Student Services Coordinator or the Assistant Dean for Student and Professional Affairs in OSS to discuss the nature of the grievance and the appropriate course of action. Students who do not feel comfortable bringing grievances to DDP personnel should contact the SOP Associate Dean for Academic Affairs or

personnel in one of the AMC 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.

- Disagreements of scholastic or academic nature involving grades should be resolved between the student and the faculty member whenever possible. DDP personnel are available to participate in meetings between students and faculty members to discuss any issues. If a resolution cannot be achieved, a statement can be submitted to the SSPPS Scholastic Advancement and Appeals Committee with a request to hear and investigate the case. Procedures to file a statement with the Scholastic Advancement and Appeals committee can be found in the [Scholastic Advancement and Appeals Policy](#) as posted on the website. DDP personnel are available to assist students in drafting an appropriate statement to submit to the committee.
- 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 DDP Director, the DDP Student Services Coordinator, or the Assistant Dean for Student and Professional Affairs in OSS or the University of Colorado Denver Employment Rights Compliance and Investigations Officer or the University of Colorado Denver Department of Human Resources at 303-315-2700. 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.ucdenver.edu/policy/TitleIX/Pages/default.aspx>

Grievances related to sexual harassment (or any associated retaliation) can be directed to the DDP Director, the DDP Student Services Coordinator, or the Assistant Dean for Student and Professional Affairs in OSS or the University of Colorado Denver Employment Rights Compliance and Investigations Officer or the University of Colorado Denver Department of Human Resources at 303-315-2700. The university is committed to preventing sexual harassment and will not tolerate acts of sexual harassment or related retaliation against or by any employee or student. The Sexual Harassment Policy Appendix can be found at <http://www.ucdenver.edu/policy/TitleIX/Pages/Know%20Your%20IX.aspx>

Grievances related to disability or the Americans with Disabilities Act (ADA) (or any associated retaliation) can be directed to the Director of Student Services who is the ADA officer for the school or the Assistant Dean for Student and Professional Affairs in OSS or the University of Colorado Denver Employment Rights Compliance and Investigations Officer or the University of Colorado Denver Department of Human Resources at 303-315-2700. The ADA applies to University of Colorado Denver and provides that individuals who are otherwise qualified for jobs or educational program will not be denied access simply because they have a disability. Its goal is to guarantee that individuals with disabilities are not discriminated against or denied equal access to the same programs, services, and facilities available to others. The University

procedures on Disability Accommodation can be found at <http://www.ucdenver.edu/student-services/resources/disability-resources-services/Pages/disability-resources-services.aspx>

- The SOP 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 is posted on the school website.
- The University of Colorado Denver Ombuds Office personnel are available to all members of the University community to provide informal conflict resolution. The Ombuds Office provides a forum for prompt, impartial and confidential discussion for individuals to review options for informal resolution of differences. The primary goal of the Ombuds person is to ensure that employees and students receive fair and equitable treatment. The Ombuds Office provides confidential and independent services to the University community. Features of the ombuds office include:
 - Confidential - the Ombudsperson will not identify anyone contacting the office, except where required by law or where consent is given.
 - Informal - the Ombuds Office operates outside the formal review appeal, or grievance process. The Ombuds Office will not maintain records for the university.
 - Neutral - the Ombudsperson is impartial and does not take sides when hearing a problem or concern. The Ombudsperson is not a decision-maker and will not adjudicate, testify, or participate in any formal process.
 - Independent - the Ombuds Office is a separate and distinct department. Although the Ombudsperson does report to the Executive Vice Chancellor, such reports are solely statistical in nature.

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

- 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 this bulletin. ACPE standards address but are not limited to the SSPPS and DDP

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 http://www.acpe-accredit.org/pdf/ACPE_Revised_PharmD_Standards_Adopted_Jan152006.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/complaints/default.asp>.