

STUDENT GRIEVANCES

STUDENT COMPLAINTS RELATED TO PHARMD ACCREDITATION STANDARDS

Student complaints specifically related to Accreditation Council for Pharmacy Education (ACPE) standards should be submitted on the appropriate form to the College of Pharmacy and Pharmaceutical Sciences (CPPS) Office of Student Affairs (Wolfe Hall Room 1227 or Frederic and Mary Wolfe Center, Health Education Building, Suite 155) in care of the Associate Dean for Student Affairs. Forms and a copy of the ACPE standards are available in the Office of Student Affairs and at this link: <https://www.utoledo.edu/pharmacy/current/acpestandards.html>. Students can also find the ACPE standards on the ACPE web site. The Associate Dean will meet with the Dean of the College to review the complaint and consult with the student complainant and individuals involved. A formal response will be issued by the Dean.

If the issue is not resolved at the College level, the student complainant can submit the complaint directly to ACPE. In addition, a student may submit a complaint directly to ACPE without submission to the College. See <https://www.acpe-accredit.org/complaints/default.asp> for more information.

UNDERGRADUATE STUDENT ACADEMIC GRIEVANCE PROCEDURE

Undergraduate student issues or complaints regarding specific courses should follow these steps when pursuing an academic grievance:

- a. **STEP 1:** The student discusses the problem with the faculty member whom the student believes has taken improper action.
- b. **STEP 2:** If resolution is not achieved, the student discusses the problem with the chair of the faculty member's department.
- c. **STEP 3 (optional):** If the student wishes, the student may seek informal counsel from the president of student government.
- d. **STEP 4:** If resolution is still not achieved, the student discusses the problem with the Dean of the college or the college representative responsible for dealing with student academic grievances.
- e. **STEP 5:** If resolution is not achieved at the college level, the student needs to file a petition for academic grievance with the chair of the Student Grievance Council.

See <http://www.utoledo.edu/offices/provost/academicgrievance/undergraduate.html> for UT academic grievance timeframe, the written petition guidelines and contact information for the current Student Grievance Council Chair.

Please refer to the UT Policy web site for additional information on academic policies: <http://www.utoledo.edu/policies/>.

PHARMD (P1-P4) STUDENT ACADEMIC GRIEVANCE PROCEDURE

To initiate resolution of final course grade grievances, the student shall formally dispute the grade in writing to the faculty member responsible for assigning the grade. The written dispute should include the student's name and Rocket number, date, course number and section, semester, the specific issue in dispute, and the student's request for resolution. The written request should be delivered (email or hard copy) within 7 days

of the grade posting. The faculty member then has 7 days in which to respond in writing (email or hard copy) back to the student.

If resolution is not achieved, the student may forward the written dispute (as described above and with the response of the faculty member) to the chair of the faculty member's department. The student has 7 days in which to appeal to the department chairperson following the receipt of the faculty member response. The department chairperson then has 7 days in which to respond in writing (email or hard copy) back to the student.

If resolution is still not achieved, the student may submit the same written dispute (as outlined above and with the response of the department chairperson) to the CPPS Dean. The student has 7 days in which to appeal to the Dean following the receipt of the department chairperson's response. The Dean then has 7 days in which to respond in writing (email or hard copy) back to the student. The decision of the Dean is final and without appeal.