

APPLIED DRUG DEVELOPMENT, CAPSTONE CERTIFICATE

POLICIES

GRIEVANCES AND APPEALS

Grievance Policy for Graduate Programs in the School of Pharmacy

Any student in a School of Pharmacy graduate program who feels that they have been treated unfairly by a faculty member, staff member, postdoc, or student has the right to have a complaint heard about the treatment and to receive a prompt hearing of the grievance, following these grievance procedures. Any student who discusses, inquires about, or participates in the grievance procedure may do so openly and shall not be subject to intimidation, discipline, or retaliation because of such activity. The person whom the complaint is directed against must be an employee of the School of Pharmacy. Any student or potential student may use these procedures unless the complaint is covered by other campus rules or contracts.

Exclusions

This policy does not apply to employment-related issues for Graduate Assistants in TA, PA and/or RA appointments. Graduate Assistants will utilize the Graduate Assistantship Policies and Procedures (<https://hr.wisc.edu/policies/gapp/>) (GAPP) grievance process to resolve employment-related issues.

Requirements for Programs

The School of Pharmacy requires that each director of graduate studies (DGS) serve as a grievance advisor for the school. The program must notify students of the grievance advisors, including posting the grievance advisor's names in the program handbook. The student will be able to select the grievance advisor of the student's choice and does not need to use the grievance advisor from the student's program.

A grievance advisor may be approached for possible grievances of all types. They will spearhead the grievance response process described below for issues specific to the graduate program, including but not limited to academic standing, progress to degree, professional activities, appropriate advising, and a program's community standards. They will ensure students are advised on reporting procedures for other types of possible grievances and are supported throughout the reporting process. Resources (<https://grad.wisc.edu/current-students/#reporting-incidents>) on identifying and reporting other issues have been compiled by the Graduate School.

Procedures

1. The student is advised to initiate a written record containing dates, times, persons, and description of activities, and to update this record while completing the procedures described below.
2. If the student is comfortable doing so, efforts should be made to resolve complaints informally between individuals before pursuing a formal grievance. If students would like to seek guidance at this informal step, the student can contact the Assistant Dean of Diversity,

Equity, and Inclusion, the DGS for the student's program, or the UW Ombuds Office.

3. Should a satisfactory resolution not be achieved AND the complaint does not involve an academic program, the procedure outlined in Step 6 below should be followed. Should a satisfactory resolution not be achieved in step 2, the student should contact an SOP grievance advisor of one's choice to discuss the complaint. The grievance advisor should keep a record of contacts with regards to possible grievances. The first attempt is to help the student informally address the complaint prior to pursuing a formal grievance and should occur within 10 days of notifying the grievance advisor. The student is also encouraged to talk with their faculty advisor regarding concerns or difficulties.
4. If the issue is not resolved to the student's satisfaction, the student may submit a formal grievance to the grievance advisor in writing, within 60 calendar days from the date the grievant first became aware of, or should have become aware of with the exercise of reasonable diligence, the cause of the grievance. To the fullest extent possible, a grievance shall contain a clear and concise statement of the grievance and indicate the issue(s) involved including individuals, the relief sought, the date(s) the incident or violation took place, and any specific policy involved.
5. On receipt of a written grievance, the following steps will occur. The final step must be completed within 30 working days from the date the formal written grievance was received. The program must store documentation of the grievance for seven years. Significant grievances that set a precedent may be stored indefinitely.
 - a. The grievance advisor will convene a SOP faculty committee with at least 3 members to facilitate the grievance following step b, c, and d. The grievance advisor assumes the role of coordinator. Any faculty member involved in the grievance or who feels that they cannot be impartial may not participate in the committee. Committee composition will include at least one member from outside the student's home program.
 - b. The faculty committee, through the grievance advisor, will obtain a written response from the person or persons toward whom the grievance is directed. The grievance advisor will inform this person that their response will be shared with the student filing the grievance.
 - c. The grievance advisor will share the response with the student filing the grievance.
 - d. The faculty committee will make a decision regarding the grievance. The committee's review shall be fair, impartial, and timely. The grievance advisor will report on the action taken by the committee in writing to both the student and the person toward whom the grievance was directed.
6. If either party (the student or the person or persons toward whom the grievance is directed) is unsatisfied with the decision of the program's faculty committee, the party may file a written appeal to the SOP Associate Dean for Research and Graduate Education within 10 working days from the date of notification of the program's faculty committee. The following steps will occur.
 - a. The grievant will be notified in writing, within 5 business days of the written appeal, acknowledging receipt of the formal appeal and establishing a timeline for the review to be completed.
 - b. The associate dean or their designee may request additional materials and/or arrange meetings with the grievant and/or others. If meetings occur, the associate dean or their designee will meet with both the grievant and the person or persons toward whom the grievance is directed.

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- c. The associate dean or their designee will make a final decision within 20 working days of receipt of the committee's recommendation.
 - d. The SOP Associate Dean for Research and Graduate Education must store documentation of the grievance for seven years. Significant grievances that set a precedent may be stored indefinitely.
7. The student may file an appeal of the School of Pharmacy decision with the Graduate School. See the Grievances and Appeals section of the Graduate School's Academic Policies and Procedures (<https://grad.wisc.edu/documents/grievances-and-appeals/>).