Complaints and Resolving Problems

Undergraduate and graduate education is intensive and can be stressful at times, and conflicts with faculty, peers, and others may occasionally happen. We expect you will make efforts to resolve interpersonal conflicts directly with the involved person. Often, an amicable resolution can be found. We strive for our students to receive fair and equitable treatment.

At times, the disposition of your issue or concern may not be satisfactory to you, and you may seek the advice of others. Your advisor, the CSD Associate Director, the Coordinator of Professional Programs, and the Coordinator of Clinical Services are all available to assist you. In addition, CSD has a Student Conflict Resolution Committee. The Committee’s primary role is to attempt to resolve a student’s conflict with a faculty or staff person. Steps to resolving the conflict are specified in the policy, as are the procedures for forming the committee. These can be found in the graduate student handbook and is also posted on the NSSLHA Bulletin Board located at the end of the hallway from the main entrance to the CSD Office. If the conflict cannot be resolved by this means, or through the office of the CSD Associate Director, it will be referred to the Dean of the College of Health Sciences and Professions for continued pursuit and resolution.

Outside the CSD and College, and depending on your concern, you may wish to contact the following:

♦ University Ombudsman, 501 Baker University Center, Athens campus, 593-2627
  Email: ombuds@ohio.edu. Link: www.ohio.edu/ombuds

♦ Chair, Council on Academic Accreditation in Audiology and Speech-Language Pathology
  American Speech-Language-Hearing Association,
  2200 Research Boulevard, #310
  Rockville, MD 20850

Submit any complaint to the CAA in writing, following guidelines provided at the following URL:
http://www.asha.org/academic/accreditation/accredmanual/section8/

Contacts with all of these individuals and offices can be made in confidence.

CSD supports and adheres to all university policies and commitments regarding discrimination, sexual harassment, and affirmative action. These policies can be found in various university publications, including the Undergraduate and Graduate Catalog and the Student Handbook.
Overview

The primary role of the Student Conflict Resolution Committee (SCRC) is to attempt to resolve a student’s conflict with a faculty or staff member by bringing together the parties involved in the conflict. If a resolution of the conflict can not be reached by the parties themselves with the assistance of the SCRC Chair, the SCRC will then hear both sides of the issue and send a report to the CSD Associate Director outlining the conflict, the response of any involved faculty/staff person and the SCRC’s suggestions for the resolution of the conflict. If the CSD Associate Director is unable to resolve the conflict to the satisfaction of the student, the Chair will turn over the committee report to the Dean of the College of Health Sciences and Professions for continued pursuit and eventual resolution of the conflict. Otherwise, all records will be kept on file with the CSD Associate Director.

A copy of this document shall be posted on the CSD Student Organization bulletin board located next to Grover Center W229, included in the graduate student orientation packet, and distributed in a mass e-mailing to all CSD undergraduate and graduate students at the start of each school year. A copy may also be requested from the CSD office.

Procedures for committee formation

♦ The SCRC will be a standing committee in the Division of Communication Sciences and Disorders. The CSD Associate Director shall appoint a faculty member as Chair of the SCRC with the recommendation that the SCRC Chair be a tenured faculty member. Two additional faculty members shall also be appointed as SCRC members at the beginning of each academic year with one member of the committee selected from the clinical faculty.

♦ Three student members of the SCRC shall be elected from the CSD student body at the beginning of fall semester. One undergraduate member shall be elected annually for a one-year term at one of the first NSSLHA chapter meetings. Two graduate students will serve on the committee. There will be a two-year term for these appointments with the stipulation that a first year graduate student and an advanced graduate student will be on the committee. A first-year graduate student will be elected by his or her peers at one of the first organization meetings of new graduate students. If a graduate student is unable or unwilling to serve on the committee for the second year, the second-year graduate students will elect a replacement SCRC member. The results of SCRC elections will be announced by NSSHLA and will be posted on the CSD Student Organization Bulletin Board.

♦ Four of the six members shall constitute a quorum with a majority vote of the members present required to pass a motion.
Procedures for a student conflict

Initial Procedures

◦ A student may bring a conflict before the committee by verbally contacting any member of the SCRC. The SCRC member contacted shall inform the SCRC Chair of the conflict. However, if the student conflict is with the SCRC chair, the committee member shall inform the CSD Associate Director who will appoint a new SCRC chair for the purposes of resolving that specific student conflict with the stipulation that three faculty or staff members shall be on the committee.

◦ The SCRC Chair shall then meet with the student in confidence to discuss the conflict.

◦ After hearing the conflict, the SCRC Chair shall decide if the student should attempt to resolve the conflict by meeting with the individual involved, or in cases where this is deemed inappropriate (e.g. sexual harassment), the SCRC Chair will contact the appropriate university personnel regarding the issue and inform the CSD Associate Director of this action.

◦ If the conflict involves a dispute of a course grade, the student will be advised to follow the OU “Grade Appeals” policy in the student handbook.

◦ If the conflict involves on-campus employment, the student will be advised to follow the procedures in the Student Employment Policy (20.110) of the Ohio University Policy and Procedures Manual.

Secondary Procedures

◦ If the student is unable to resolve the conflict after meeting with the involved faculty/staff member, or if the student is unwilling to meet with the faculty/staff member, the SCRC Chair will meet with the faculty member to hear his or her side of the story.

◦ The SCRC Chair will then invite the student to submit a written document to the SCRC stating the nature of the conflict. This document will be shared with the faculty or staff member involved. Unless written document is submitted by the student no further action may be taken by the committee to resolve the conflict.

◦ Once the written document is submitted by a student, if the conflict is with a faculty member who is on the committee, the SCRC chair will ask the CSD Associate Director to appoint a new committee member for the purposes of resolving that specific student conflict.

◦ The student will also be invited to address the full committee with the conflict. If the student chooses to address the committee, the chair will convene a full SCRC meeting so that the student can explain the conflict. After the student’s presentation, the student will leave the meeting and the faculty/staff member will be given an opportunity to address the committee regarding the conflict.

◦ Following the presentation of both sides of the issue the SCRC will discuss the conflict and if possible, propose a suggested method to resolve the issue.

◦ The SCRC Chair will then draft a report outlining the student’s conflict and the response of the faculty or staff person. The report will also include the suggestions made by the SCRC for resolving the conflict.

◦ The report will be reviewed by the committee and changes will be made as deemed appropriate by the SCRC Chair based on committee input. The final report must be read and approved in writing by all SCRC committee members.
The report will then be forwarded to the CSD Associate Director for his or her action to achieve resolution of the conflict (If the conflict involves the CSD Associate Director, the SCRC Chair will submit the report to the Dean, College of Health Sciences and Professions).

If the conflict is not resolved to the student’s satisfaction following the CSD Associate Director’s efforts, the SCRC will turn over the report to the Dean, College of Health Sciences and Professions for continued pursuit and eventual resolution of the conflict.

Students may also contact the Council of Academic Accreditation in Audiology and Speech-Language Pathology (CAA) to file a complaint. The CAA is the accreditation body for training programs in Audiology and Speech-Language Pathology. Submit complaints to:

Chair, Council on Academic Accreditation in Audiology and Speech-Language Pathology
American Speech-Language-Hearing Association,
2200 Research Boulevard, #310
Rockville, MD 20850

Submit any complaint to the CAA in writing, following guidelines provided at the following URL:
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