



General Student Grievance Policy

Mandl School, the College of Allied Health, is committed to creating and maintaining an environment in which all students have the opportunity to succeed academically and personally. This Student Grievance Policy outlines the procedures for addressing and resolving student complaints and grievances in a fair and timely manner, in accordance with New York State Education Department (NYSED) and federal guidelines.

This policy applies to all students enrolled at Mandl. It covers grievances related to academic matters, administrative services, and student conduct, as well as issues involving faculty, staff, or other students. Please note that grievances related to Title IX, sexual harassment, sexual assault, other Clery Act categories, violations of the Americans with Disabilities Act (ADA), or grievances against faculty members should follow specific procedures as outlined below.

Definitions

- **Grievance:** A formal complaint by a student regarding any action, decision, or policy that they believe to be unfair, unjust, or in violation of their rights.
- **Complainant:** The student who lodges a grievance.
- **Respondent:** The individual or department against whom the grievance is lodged.

Informal Resolution

Students are encouraged to first attempt to resolve any grievances informally. This might involve:

- Discussing the issue directly with the person or department involved.
- Seeking mediation or conflict resolution assistance from the Office of the Dean of Academic and Student Affairs or the relevant department head.

If the issue is not resolved informally, the student may proceed to the formal grievance process.

Formal Grievance Procedure

Filing a Grievance

- The student must submit a written grievance to the Office of the Dean of Academic and Student Affairs within 30 (thirty) calendar days of the incident that prompted the grievance. The grievance should include:
 - A detailed description of the issue.
 - Any relevant documentation.
 - The outcome the student seeks.

Review of Grievance

- Upon receiving the grievance, the Office of the Dean of Academic and Student Affairs will acknowledge receipt within 5 (five) business days and begin a preliminary review.
- If the grievance is deemed to have merit, the Office of the Dean of Academic and Student Affairs will initiate a formal investigation.

Investigation

- The Office of the Dean of Academic and Student Affairs will designate an impartial investigator or a committee to investigate the grievance.
- The investigation may include interviews with the complainant, the respondent, and any witnesses, as well as a review of relevant documents and policies.
- The investigation should be completed within 30 (thirty) business days of the grievance being filed.

Decision

- Once the investigation is complete, a written report will be prepared, summarizing the findings and providing a recommended course of action.
- The final decision will be communicated to the complainant and the respondent in writing within 10 (ten) business days of the conclusion of the investigation.
- If the grievance is upheld, appropriate corrective action will be taken.

Grievances Related to Sexual Harassment, Clery Act Categories, ADA, and Faculty

- Sexual Harassment and Clery Act Categories: For grievances involving sexual harassment, sexual assault, or any other Clery Act categories, students must follow the specific procedures outlined in the Annual Security Report (ASR). These procedures comply with Title IX regulations and the Clery Act, ensuring that such cases are handled with the utmost care, confidentiality, and in accordance with federal guidelines.
- Americans with Disabilities Act (ADA): Grievances related to disability accommodations or perceived violations of the ADA should be brought directly to the Accessibility Coordinator. The Accessibility Coordinator will work with the student to resolve the issue in accordance with ADA requirements and ensure that the student's rights are fully protected.
- Grievances Against Faculty: Complaints or grievances against faculty members should be handled in accordance with the specific policies and procedures established for addressing faculty conduct. These procedures are designed to ensure fairness and due process for all parties involved.

Appeals

- If the student is not satisfied with the outcome, they may appeal the decision to the Vice President of Academics within 10 (ten) business days of receiving the decision.
- The appeal must be in writing and must state the reasons for the appeal.
- The Vice President will review the appeal and issue a final decision within 10 (ten) business days.
- Students may appeal the Vice President's decision to the President of the College within 10 (ten) business days of receiving the decision.

Protection Against Retaliation

- Mandl strictly prohibits retaliation against any student who files a grievance in good faith. Any form of retaliation will be subject to disciplinary action.

Record Keeping

- The Office of the Dean of Academic and Student Affairs will maintain records of all grievances and their outcomes for a minimum of 5 (five) years, in accordance with NYSED and federal regulations.

Contact Information

For questions or to file a grievance, students can contact:

- Office of the Dean of Academic and Student Affairs
- Address: 254 W 54th St, New York, NY 10019
- Phone: 212.247.3434 ext.136
- Email: atejada@mandlacademics.com

For ADA-related grievances, contact:

- Office of the Dean of Academic and Student Affairs
- Address: 254 W 54th St, New York, NY 10019
- Phone: 212.247.3434 ext.136
- Email: atejada@mandlacademics.com

If a student's grievance is not resolved to their satisfaction after following the college's internal procedures, they may file a complaint with the New York State Education Department (NYSED). Please contact NYSED using the information below:

Mailing Address:

New York State Education Department
Office of College and University Evaluation
Room 975 Education Building Annex
Albany, NY 12234

Phone: 518-474-1551

Email: ocueinfo@nysed.gov

Students should only contact NYSED after exhausting all institutional grievance procedures and providing documentation of such efforts.

Policy Review

This policy will be reviewed annually to ensure compliance with NYSED and federal guidelines. Any updates or changes will be communicated to the college community.