

## **Student Grievance Procedures**

(Excerpt from the Physician Assistant Student Handbook 2027-2028)

### **General Grievance Procedures**

If at any point a student believes that they have not been treated fairly or believes that a mistake has been made as a condition of enrollment, they must first attempt to resolve the situation informally through discussion with the Program Director. If the student is not satisfied with the outcome of informal discussions, they are free to use the following formal procedure:

All grievances must be submitted in writing to the Provost within five business days of the occurrence. Within five business days, the Provost must notify all parties involved of the nature of the grievance and schedule an informal hearing. At the informal hearing with the Provost, the griever presents their case. Following the hearing, the Provost will render a decision and take appropriate action. If the grievance is not resolved at the informal hearing, a formal hearing before an ad hoc committee composed of faculty, students, and administrators will be held within ten business days. The committee shall make and retain a record of the hearing and notify all the parties of the decision within five business days. This decision must be reached by at least a two-thirds majority.

Confidential grievance reports may be made by using the anonymous form on the “Consumer Information” page of the college’s website.

### **Grade-Related Grievance Procedures**

If a student believes that there is a credible basis to assert that an examination, written assignment, or grade awarded does not reflect the student's objective course performance:

1. The student must first seek the guidance of the Course Director before filing an appeal in writing for a formal Grade Review.
  - a. This must be done *within 14 calendar days* of the posting of the grade.
2. If a discussion with the Course Director (or designee if unavailable) does not resolve the issue, the student must present the concerns *in writing* to the Program Director, for a request for a formal Grade Review or evaluation *no later than 21 calendar days* following the posting of the grade.
  - a. Grades may *not* be appealed after this 21-day deadline has passed.
3. The student should set forth the reasons for his or her request for review of the grade.
4. In consultation with the faculty involved, the Program Director, or his/her representative, has discretion to request documents and relevant information that would be needed to conduct a full and fair assessment of the evaluation or grade under review.
5. The Program Director shall determine a final resolution and communicate this to the student and to the appropriate Course Director within 14 calendar days of the request for course evaluation/grade review.
  - a. The decision of the Program Director shall be considered final and is not subject to further appeal.

### **Grievance Procedures for Possible Rehabilitation Act of 1973 or Title IX Violations**

If a student's complaint stems from a possible violation of Section 504 of the Rehabilitation Act of 1973 or Title IX of the Education Amendments of 1972, please use the following procedure:

Plaza College has adopted an internal grievance procedure for the timely and equitable resolution of complaints alleging any action prohibited by U.S. Department of Justice, Office of Civil Rights regulations, implementing Section 504 of the Rehabilitation Act of 1973, and Title IX of the Education Amendments of 1972, as amended (29 U.S.C. 794), Section 504 states, in part, that "no otherwise qualified handicapped individual... shall, solely by reason of his handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance..." Title IX prohibits discrimination, exclusion, denial, limitation, or separation based on gender against students and employees of educational institutions.

Complaints should be addressed to:

**Dean Kalli Koutsoutis**  
**118-33 Queens Blvd**  
**Forest Hills, NY 11375**  
**(718) 779-1430**

1. A complaint should be filed in writing, contain the name and address of the person filing it, and briefly describe the alleged violation of the regulations within ten business days after the complainant becomes aware of the alleged violation.
2. An investigation, as may be appropriate, shall follow a filing of a complaint. The investigation shall be conducted by the Provost. These rules outline informal but

thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.

3. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the Provost and a copy forwarded to the complainant no later than ten business days after its filing.
4. The Section 504 and Title IX coordinator shall maintain the files and records of Plaza College relating to the complaints filed.
5. The complainant can request a reconsideration of the case in instances where they are dissatisfied with the resolution. The request for reconsideration should be made within five business days to the president of the College.
6. The right of a person to a prompt and equitable resolution of the complaint filed thereunder shall not be impaired by the person's pursuit of other remedies such as the filing of a Section 504 or Title IX complaint with the responsible federal department or agency. Utilization of this grievance procedure is not a prerequisite to the pursuit of other remedies.
7. These rules shall be construed to protect the substantive rights of interested persons, to meet appropriate due process standards, and to assure that Plaza College complies with Section 504 and Title IX implementing regulations.