

## 11.4 Student Complaint Policy

Students with complaints relative to academic courses or practicum experiences should seek to resolve the problem by speaking first with the instructor or supervisor. If the problem is not satisfactorily resolved, the student should contact the Department Chair (or Graduate Studies Chair in the case of a grievance with the Department Chair). If the problem cannot be resolved

at this level, the Department Chair (or the Graduate Studies Chair) will inform the student of the steps to be followed in the University grievance process.

Students with complaints related to sexual harassment or discrimination (see sections 10.2 and 10.3 above) should contact the Department Chair (or the Graduate Studies Chair in the case of complaints against the Department Chair) immediately so that appropriate steps in the University grievance process can be initiated.

If a student has a complaint about the program, itself, please go to this link

<https://caa.asha.org/programs/complaints/>. This provides a description of the process to follow in order to place a complaint. Complaints about the program must meet all of the following criteria:

- Be against an accredited graduate education program or program in candidacy status in audiology or speech-language pathology
- Relate to the Standards for Accreditation of Entry-Level Graduate Education Programs in Audiology and Speech-Language Pathology in effect at the time that the conduct for the complaint occurred, including the relationship of the complaint to the accreditation standards
- Be clearly described, including the specific nature of the charge and the data to support the charge
- Be within the timelines specified below:
  - If the complaint is being filed by a graduate or former student, or a former faculty or staff member, the complaint must be filed within one year of separation\* from the program, even if the conduct occurred more than 4 years prior to the date of filing the complaint
  - If the complaint is being filed by a current student or faculty member, the complaint must be filed as soon as possible, but no longer than 4 years after the date the conduct occurred
  - If the complaint is being filed by other complainants, the conduct must have occurred at least in part within 4 years prior to the date the complaint is filed