

Policies and Procedures for Processing Student Grievances and Allegations of Harassment / Mistreatment / Appeals

Responsible Party	Pfeiffer University
Minimum Review Frequency	Annual
Associated Forms	Student Handbook
ARC-PA Associated Standards	A1.02g, A3.14g, A3.14h
Initial Effective Date	10/29/2018
Last Review Date	August 2026
Next Review Date	August 2027

Policy:

The Physician Assistant program follows the Pfeiffer University policy for student grievances, allegations of harassment, and allegations of mistreatment.

Title IX:

In compliance with federal and state laws, it is the policy of Pfeiffer University to prohibit unlawful harassment and sexual misconduct by any person and in any form.

TITLE IX Pfeiffer University is committed to providing equal access to its educational programs, activities, and facilities to all otherwise qualified students without discrimination on the basis of race, national origin, color, creed, religion, sex, age, disability, veteran status, sexual orientation, gender identity, or any other category protected by applicable state or federal law. An equal opportunity employer, Pfeiffer affirms its commitment to nondiscrimination in its employment policies and practices. In compliance with Title IX (20 U.S.C Sec. 1681 et seq.) Pfeiffer University prohibits sex discrimination, including sexual harassment. For student-related disability discrimination concerns, contact the disability services coordinator, 704-463-3366. For all other concerns, including any arising under Title IX, contact the director of human resources, who is also Pfeiffer's Title IX Coordinator, 704-463-3067.

For more information regarding the Pfeiffer University's Student Grievance and Allegations of Harassment Policy, please see:

<https://www.pfeiffer.edu/policies-procedures/title-ix/>

Student Grievances / Allegations of Harassment or Mistreatment:

<https://www.pfeiffer.edu/policies-procedures/policies/>

Pfeiffer University recognizes the value of information provided by students, employees, and others in assessing the institution's performance. This process is for the purpose of addressing significant violations of the institution's standards, policies and procedures and is not a forum for addressing grievances. Pfeiffer has established grievance procedures for students and employees and expects individuals to attempt to resolve grievance issues through procedures established according to the situation.

The complaint process is noted and should be followed accordingly. In all cases, prior to initiating a formal complaint, there should be an attempt to resolve the situation with the appropriate individual or department. Processes and procedures are noted below.



The procedure for filing a complaint includes:

- Review the Pfeiffer University Complaint Policy.
- Look at Pfeiffer University Complaint Procedures.
- Email the complaint form to the appropriate area:
 - Academic Concerns: Academic Affairs
provost@pfeiffer.edu or (704) 463-3136
 - Student Issues: Student Development
student.dev@pfeiffer.edu or (704) 463-3401
 - Administrative: Human Resources:
hr@pfeiffer.edu or (704) 463-3067

From the date the formal complaint is received, each area will have ten (10) working days to work with all parties to achieve a solution. If the resolution presented is not agreed to, each area will, within ten (10) working days after receipt of the formal complaint, conduct an investigation of the unresolved complaint.

Within twenty (20) working days after receipt of the formal complaint, the appropriate area will inform the individual and all other parties of his/her decision in writing. The following actions may be recommended:

- Offer a resolution to the complaint.
- Dismiss the complaint.
- Take appropriate action.

Complaint Form

If a complaint cannot be resolved through the institution's grievance procedures, students may file a complaint with The University of North Carolina System Office. Please review the [Student Complaint Policy \(PDF\)](#), print and complete the [Student Complaint Form\(PDF\)](#) and submit the complaint to:

The University of North Carolina System Office
c/o Student Complaints
910 Raleigh Road
Chapel Hill, NC 27515-2688
(919) 962-4550

Website: <http://www.northcarolina.edu>

Email: studentcomplaints@northcarolina.edu

If an issue cannot be resolved internally, the student may file a complaint with his/her state.

In compliance with the new regulations, an institution offering distance education must provide enrolled and prospective students with contact information for filing complaints with its [accrediting agency](#) and with the appropriate state agency for handling complaints in the student's state. While Pfeiffer University strives to provide the highest quality educational opportunities available, conflicts may arise. We aim to resolve any grievances, complaints, and concerns in an expeditious, fair, and amicable manner. If an issue cannot be solved by Pfeiffer University's internal processes, you may choose to file a complaint with your state of residence. [Contact Information for the Individual States](#).

Review

This policy will be reviewed annually by the Policy Committee.

