

**PROCEDURE FOR RESOLVING PROBLEMS WITHIN
THE DEPARTMENT OF COMMUNICATIONS SCIENCES AND DISORDERS**

The procedure for resolving issues/complaints has a maximum of four (4) steps, but problems may be resolved at any step in this process. Issues/Complaints within the department must be completely processed until the student is satisfied or the student does not file a timely appeal or exhausts the right to appeal within the time frame of 30 calendar days. EACH STEP OF THE PROCESS MUST BE DOCUMENTED BY COMPLETION OF THE DEPARTMENT ISSUES FORM (DIF)

Procedures:

1. The student will speak with the faculty member involved and explain their issues to him/her. If the student does not feel that the faculty member has “heard” them, the student will write him/her a letter explaining their feelings, position, or thinking, and ask for another appointment. If the matter cannot be resolved after a second meeting, the student will inform the faculty member that they would like to seek relief by speaking with the Chair of the Department. Copies of letters should not be sent to anyone else; however, they should be retained in the student’s personal files. Proceed to Step 2 within seven (7) calendar days.

At the conclusion of the meeting, the faculty member will:

- Complete Step 1 section of the DIF
 - Make one (1) copy of DIF for student
 - File original DIF in student’s file
2. The student will request an appointment with the Chair of the Department to discuss the problem. The student will bring a copy of the letter sent to the faculty member involved. If the student does not feel the Chair has “heard” them, resolved their concerns, or solved the problem, then they will write the Chair a letter, so stating, and request an appointment to further discuss the problem. The letter to the Chair must make it clear that the student will take the matter to the Departmental Grievance Committee if a suitable resolution is not reached, and if they feel the need to take such action. If the problem remains unresolved after the second meeting and not satisfied, proceed to Step 3 within seven (7) calendar days.

At the conclusion of the meeting, the Department Chair will:

- Complete Step 2 section of the DIF
- Make one (1) copy of DIF for student
- File original DIF in student’s file

3. The student will write a letter to the Department of Communication Sciences and Disorders Grievance Committee. State their concerns and indicate the perceived outcomes as a consequence of following steps #1 and #2. The student will provide the Committee with a copy of any and all letters previously written on the topic. The student will deliver the letter to any member of the Grievance Committee. Currently the Chair is Sandra Curtis and other members are Dr. Dorothy Grant and Laura Moorer-Cook. If the problem centers around one of the committee members, another faculty member may be selected and appointed by the Chair of the Department upon request. If the student is not satisfied with the decision of the Departmental Grievance Committee, they should request an appointment with the Dean of the College of Health Sciences to discuss the issue within fourteen (14) calendar days.

At the conclusion of the meeting, the Grievance Committee Chair will:

- Complete Step 3 section of the DIF
- Make one (1) copy of DIF for student
- File original DIF in student's file

4. The student will make an appointment with Dean of the College of Health Sciences to discuss the problem. The student will take a copy of all letters previously written to the Dean. Also, the student will prepare a brief statement indicating what has been done to try to resolve the problem at the Departmental level, and the perceived response of the Department. If the student is not satisfied with the Dean's decision, they may file a formal grievance by completing and submitting a TWU Grievance Form to Student Life and follow the grievance procedure described in the student handbook.

At the conclusion of the meeting the Dean will:

- Complete Step 4 section of the DIF
- Make one (1) copy of DIF for student
- File original DIF in student's file

DEPARTMENT OF COMMUNICATION SCIENCES AND DISORDERS
Department Issues Form (DIF)

Name of Student: _____

Name of Faculty/Staff Member involved: _____

Date issues/complaints procedures initiated: _____

STEP 1 (To Faculty)

Date of Informal meeting with faculty/staff member: _____

Problem/Issue/Area of Dissatisfaction: (briefly state the nature of the problem and reason for request)

Results of informal meeting: (Date: _____) Resolved Unresolved
(Briefly describe the status of issue or grievance at the end of the meeting with the student.)

If unresolved, please submit DIF (Step 2) to Department Chair within seven (7) calendar days.

Student _____ date _____

Faculty/Staff Member _____ date _____

(Faculty member will file original DIF form in student's file and make one (1) copy of DIF for student.)

DEPARTMENT OF COMMUNICATION SCIENCES AND DISORDERS
Department Issues Form (DIF)

Name of Student: _____

Name of Faculty/Staff Member involved: _____

Date issues/complaints procedures initiated: _____

STEP 2 (To Department Chair)

Date this DIF was submitted to Department Chair: _____

Department Chair is: _____

Results of meeting with Department Chair: (Date: _____) Resolved Unresolved
(Briefly describe the status of issue or grievance at the end of the meeting with the student.)

If unresolved, please request an appointment with the Dean of the College of Health Sciences within fourteen (14) calendar days to discuss the issue.

Student _____ date _____

Department Chair _____ date _____

(Department Chair will inform faculty of recommendation made to student)

DEPARTMENT OF COMMUNICATION SCIENCES AND DISORDERS
Department Issues Form (DIF)

Name of Student: _____

Name of Faculty/Staff Member involved: _____

Date issues/complaints procedures initiated: _____

STEP 3 (To Chair of Grievance Committee)

Chair of Grievance Committee: _____

Department Chair is: _____

Results of Grievance Committee meeting: (Date: _____) Resolved Unresolved
(Briefly describe the status of issue or grievance at the end of the meeting with the student.)

If unresolved, please request an appointment with the Dean of the College of Health Sciences within fourteen (14) calendar days to discuss the issue.

Student _____ date _____

Grievance Committee Chair _____ date _____

(Chair of Grievance Committee will inform Department Chair and Faculty if its recommendation)

DEPARTMENT OF COMMUNICATION SCIENCES AND DISORDERS
Department Issues Form (DIF)

Name of Student: _____

Name of Faculty/Staff Member involved: _____

Date issues/complaints procedures initiated: _____

STEP 4 (To the Dean of the College of Health Sciences)

Chair Dean: Dr. Jimmy Ishee (HBD 202)

Results of the meeting with the Dean: (Date: _____) Resolved Unresolved

The conclusion of the Grievance Procedure:

Student _____ date _____

Dean of College of Health Sciences _____ date _____

(Dean will inform student and Department of his recommendation(s))