

School of Pharmacy Student Complaint Policies
Approved August 2007 1
UNIVERSITY OF PITTSBURGH
SCHOOL OF PHARMACY
STUDENT GRIEVANCES
GUIDELINES, POLICIES, AND PROCEDURES

The School of Pharmacy and the University of Pittsburgh have in place various policies, procedures, and processes for students to formally and informally express their concerns or grievances regarding other students, faculty, or programs, activities, and facilities of the School. Each of these policies and procedures has been developed with the goal of ensuring that the complainant's (complainants') and the involved student's (students') and faculty member's (members') rights to confidentiality, integrity, mutual respect, and honest inquiry are maintained throughout the disposition of the particular matter involved.

As outlined below, these policies, procedures and processes vary depending on the particular nature of the concern or grievance. Should there be any confusion as to which of the following categories may be applicable, the student is advised to discuss her or his specific concern or grievance with the School's assistant dean of students; or, if the concern or grievance involves the assistant dean of students, with the dean.

I. Concerns or Grievances Regarding Violations of the Student Code of Conduct

The School of Pharmacy has adopted (i.e., as part of the School's Guidelines for Professional Code of Conduct for Students) the Student Code of Conduct of the University of Pittsburgh's Division of Student Affairs. This University Code addresses non-academic standards of conduct appropriate to the University in consonance with the educational goals of the University. The University's Student Code of Conduct also addresses the processes and procedures of the University's Judicial Board for conducting hearings of alleged violations of the Code. The University's Student Code of Conduct may be accessed at the following URL: <http://www.studentaffairs.pitt.edu/studentconduct>

The University's Student Code of Conduct is meant to address the expectation that students will conduct themselves as responsible members of the University community. The University's Code applies to all undergraduate, graduate, and professional students who have matriculated at any of the campuses of the University. Those students whose conduct violates the law, the rights of others, or the health, welfare and safety of members of the University community will be subject to disciplinary action by the University; provided such conduct takes place on University property or in the course of a University-sponsored or University-supervised activity, or if such conduct otherwise results directly from membership in the University community.

In addition, conduct off-campus may be subject to disciplinary action by the University if that conduct seriously threatens the health, welfare, or safety of the University community or any individual member thereof, or that conduct reflects upon the student's character or fitness as a member of the student body; provided in either case the conduct would violate the University's Code. This includes, but is not limited to, international programs (e.g., Study Abroad), sporting events, and programs sponsored by universities other than the University of Pittsburgh. Any member of the University community who feels that she or he has been wronged due to a violation of the University's Student Code of Conduct may schedule a meeting with the University's assistant dean of students or his/her designee to discuss the situation. Any University official or member of the University community may institute a proceeding against a student, or a student organization, by filing a formal complaint (see University Code for complaint procedures) with the University's Office of Student Affairs.

II. Concerns or Grievances Regarding the Academic Integrity of Another (Other) Student(s)

The School of Pharmacy has adopted (i.e., as part of the School's Guidelines for Professional Code of Conduct for Students) the University of Pittsburgh's Guidelines on Academic Integrity. These University Guidelines address student obligations related to academic integrity (i.e., ethical standards in carrying out the students' academic assignments). The University's Guidelines also specify the procedures for making formal complaints of respective academic integrity violations and for the adjudication of such complaints.

The University's Guidelines for Academic Integrity may be accessed at the following URL: <http://www.pitt.edu/~provost/handbook.html>

These University Guidelines are meant to address matters in which a faculty member deals with a student regarding an alleged breach of the student's obligations related to academic integrity. Any member of the University community, including other students or faculty members, may bring to the attention of the responsible (i.e., responsible for the class in which the academic integrity violation occurred) faculty member a complaint that a student, or group of students, has failed, in one or more aspects, to meet faithfully the student's obligations related to academic integrity.

III. Concerns or Grievances Regarding the Academic Integrity of a Faculty Member

The School of Pharmacy has adopted (i.e., as part of the School's Guidelines for Professional Code of Conduct for Students) the University of Pittsburgh's Guidelines on Academic Integrity. These University Guidelines address faculty obligations related to academic integrity (i.e., ethical standards in carrying out the faculty member's academic responsibilities to students). The University's Guidelines also specify procedures for making formal complaints of respective academic integrity violations and for the adjudication of such complaints. The University's Guidelines for Academic Integrity may be accessed at the following URL: <http://www.pitt.edu/~provost/handbook.html>

These University Guidelines are meant to address matters in which a faculty member has failed to meet faithfully her or his obligations related to academic integrity. Any member of the University community having evidence may bring to the attention of the department chair of the involved faculty member and/or the dean that the faculty member has failed, in one or more aspects, to meet faithfully his/her obligations related to academic integrity.

IV. Concerns or Grievances Regarding Sexual Harassment

The School of Pharmacy has adopted (i.e., as part of the School's Guidelines for Professional Code of Conduct for Students) the University of Pittsburgh's policy (Policy 07-06-04) pertaining to the prohibition of sexual harassment and the procedures for addressing accusations of such. This policy and the corresponding complaint procedures may be accessed at the following URL: <http://www.pitt.edu/~provost/handbook.html>

Sexual harassment is defined in the University policy as any unwelcome sexual advance, request for sexual favors or other verbal or physical conduct of a sexual nature when:

- a. Submission to such conduct is an explicit or implicit condition of employment or academic success;*
- b. Submission to or rejection of such conduct is used as the basis for an employment or academic decision;*
or
- c. Such conduct has the purpose or effect of:*
 - 1. Unreasonably interfering with an individual's work or academic performance; or*
 - 2. Creating an intimidating, hostile or offensive work or academic environment.*

While sexual harassment most often takes place where there is a power differential between the persons involved, it may also occur (and the University policy and procedures would be applicable to) relationships between persons of the same status. Sexual harassment, subject to the University policy and procedures, can occur on University premises or off campus at University-sponsored events; and it can occur between members of the same gender as well as between members of different genders.

Consensual relationships (i.e., personal relationships entered into with the consent of both parties) must not be allowed to interfere with the academic or professional integrity of the teacher-student, staff-student, supervisor-employee, or other professional relationships within the School or University. The University's policy (Policy 02-04-03) on Faculty-Student Relationships may be found at the following URL: <http://www.pitt.edu/~provost/handbook.html>

This policy prohibits intimate relationships between a faculty member and a student whose academic work, teaching, or research is being supervised or evaluated by the faculty member. If an intimate relationship should exist or develop between a faculty member and a student, the University and the School require the

faculty member to remove himself/herself from all supervisory, evaluative, and/or formal advisory roles with respect to the student. Failure to do so may subject the faculty member to disciplinary action.

V. Concerns or Grievances Regarding Failure of the School of Pharmacy to Meet the Accreditation Standards and/or the Policies and Procedures of the Accreditation Council for Pharmacy Education.

The Accreditation Council for Pharmacy Education (ACPE) is the national organization responsible or accreditation of PharmD educational programs. The School of Pharmacy, University of Pittsburgh, and other schools and colleges of pharmacy are accredited by the ACPE based on their demonstrated adherence to a set of standards, guidelines, and policies and procedures published by the ACPE. The current version of the ACPE's Standards and Guidelines for the Professional Program in Pharmacy Leading to the Doctor of Pharmacy Degree may be found at the following URL: <http://www.acpe-accredit.org>

ACPE has an obligation to respond to any complaint lodged against an institution that seeks or holds respective pre-accreditation or accreditation status for its PharmD program; and wherein such complaint is related specifically to the institution's application of ACPE's standards, policies, and procedures and the complaining party is directly affected thereby. Complaints from students, faculty, other institutions, or the public against a college or school of pharmacy, including tuition and fee policies, shall be addressed in writing in detail by the complainant and submitted to the ACPE executive director, ACPE, using the following e-mail address: csinfo@acpe-accredit.org

Under existing practices, when a complaint is received, it is submitted to the college or school affected for response. The ACPE executive director shall, based on the complaint, the response, and information from such further investigation deemed necessary, promptly determine the facts surrounding the issue, determine the validity of the complaint, and resolve the issue; provided, however, where the executive director deems it necessary or appropriate, the matter shall be considered at the next regular meeting of the Council. The time frame for resolution is generally within six months. Should the executive director determine that a complaint is not related to the ACPE standards or policies, the complainant will be so advised in writing with a copy to the school or college, and the matter shall be considered to be immediately resolved. If there is a question as to whether or not a complaint is related directly to the ACPE standards, policies or procedures, it is recommended that the complaint be discussed with the School's Assistant dean of students prior to its submission to the ACPE.

VI. General Concerns or Recommendations Regarding School of Pharmacy Programs, Activities or Facilities

The Dean's Advisory Board provides a forum whereby PharmD students can bring general concerns or recommendations regarding the School of Pharmacy's programs, activities, or facilities to the attention of the dean and assistant dean of students. The Dean's Advisory Board, which is composed of the leadership of School's APhA-ASP chapter and the class president and representatives of each of the PharmD classes, meets monthly throughout the academic year. Any PharmD student having a general concern or recommendation regarding current programs, activities, or facilities of the School should discuss such with the class president, class representative, or the president of the School's APhA-ASP chapter, with the intent of presentation of the concern or recommendation for discussion at the next scheduled meeting of the Dean's Advisory Board.

VII. Concerns or Grievances Not Addressed Under Any of the Above Categories

Should the nature of the student's concern or grievance not appear to fall clearly under any of the above categories, the student is advised to discuss her or his concern or grievance with the School's assistant dean of students; or, if the concern or grievance involves the assistant dean of students, with the dean.