



DEPARTMENT OF PHYSICIAN ASSISTANT STUDIES POLICY

POLICY NAME:	STUDENT PROBLEM SOLVING						
RESPONSIBILITY For Development/Review:	<div><div></div><div>University Admin</div></div>	<div><div>☒</div><div>Dept.Chair/ Program Director</div></div>	<div><div>☒</div><div>Academic Director</div></div>	<div><div>☒</div><div>Clinical Director</div></div>	<div><div>☒</div><div>Faculty</div></div>	<div><div>☒</div><div>Medical Director</div></div>	<div><div>☒</div><div>Administrative Secretary</div></div>
APPROVED BY:	Faculty						
DATE CREATED:	5/17/2013						
DATE REVISED:	2/26/2025						
REVIEWED: Annually	2/26/2025						
SUPPORTIVE DOCUMENTS:	MU Student Handbook: https://www.mercyhurst.edu/handbook MU Website: http://www.mercyhurst.edu/title-ix-policies-and-procedures DPAS Student and Policy Handbooks						
OCCURANCE:	<div><div></div><div>Daily</div></div>	<div><div></div><div>Weekly</div></div>	<div><div></div><div>Monthly</div></div>	<div><div></div><div>Quarterly</div></div>	<div><div>☒</div><div>Yearly</div></div>	<div><div>☒</div><div>As Needed</div></div>	
PURPOSE:	To define, publish and make readily available to students policies and procedures for student grievances.						
POLICY:	<p>The DPAS and the University believe that disputes or problems should be discussed openly; the facts presented and fairly considered to settle the matter efficiently.</p> <p>Differences are usually best resolved amicably and informally through effective communication. If a student has an academic concern or allegations of student mistreatment related to a course, faculty member, or program, it is best to go to the professor first for resolution. The student can also ask for assistance from their academic or faculty advisor. If these initial attempts to resolve the dispute are not effective, the student should bring the issue to the Department Chair. If the student is not satisfied with the outcome at the level of the Department Chair, the process would be to go to the Dean of their School. If the School leadership is unable to resolve the issue to the student’s satisfaction, the student should bring the issue to the Provost and Vice President for Academic Affairs. In cases where the student is not comfortable going to the Department Chair or Dean, they may bring the issue directly to the Provost and Vice President for Academic Affairs. All oral and/or written materials presented for mediation under this policy will be treated in a way that recognizes the importance of confidentiality and privacy, while also allowing for proper resolution of the issue. Students who wish to file a grievance involving any employee of Mercyhurst University are directed to contact the appropriate department director. If the grievance involves the director, the student may contact an administrator within the respective area. All grievances will be addressed within a reasonable timeframe with notification provided to the student and other involved parties. Any grievances involving concerns of illegal discrimination or harassment would be handled according to the Non-Discrimination policies and procedures published in the Student Handbook.</p>						

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	<p>All oral and/or written materials presented for mediation or grievance under this policy will be confidential. All involved parties/participants are obligated to hold all matters related to mediation and grievance in confidence to the extent permitted by law. Any grievance would be handled according to the policies and procedures in the University Student Handbook https://www.mercyhurst.edu/handbook Student Grievance Policy.</p> <p>The University Grievance Policy is published and available at: http://www.mercyhurst.edu/title-ix-policies-and-procedures. This policy outlines the definition and procedural process for filing and handling of a complaint.</p>
OTHER NOTES:	