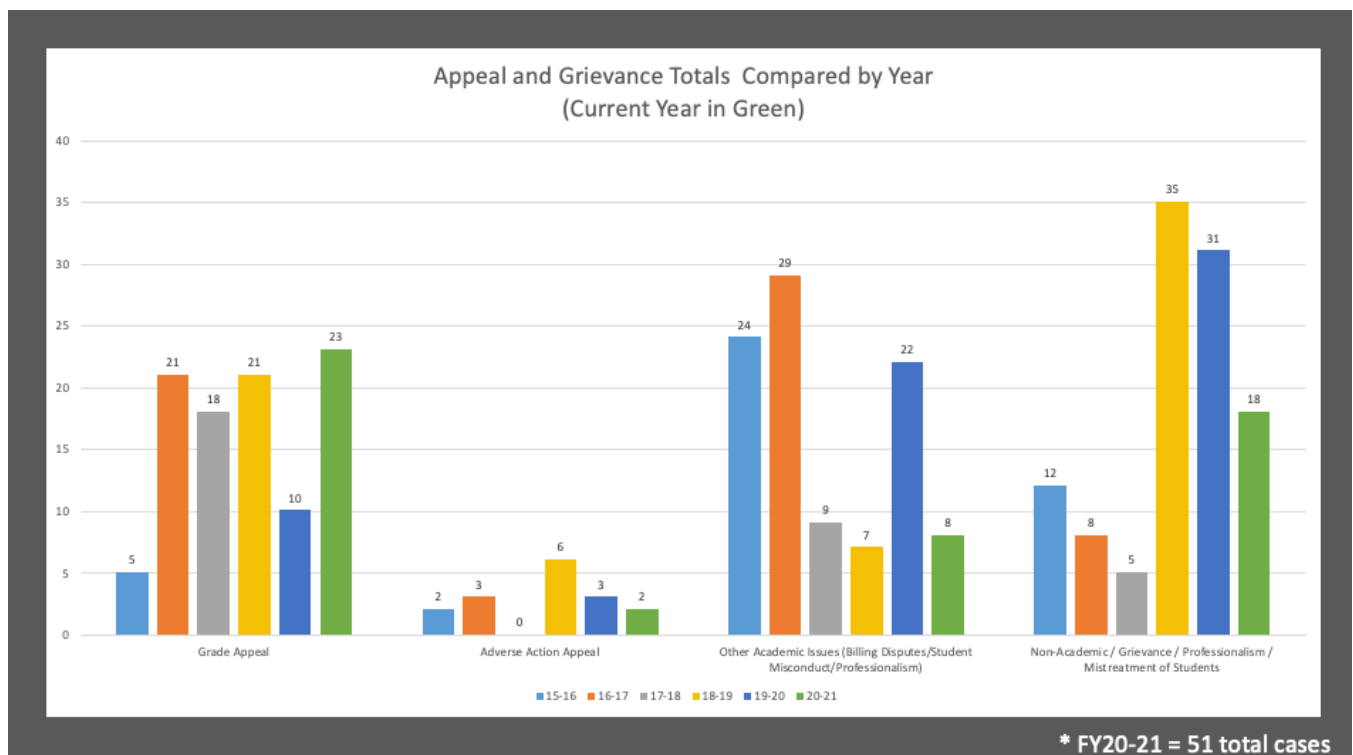


## Student Appeals and Grievances: 6 Year Policy Highlights and Trends

Baylor College of Medicine publishes procedures to address written student complaints, follows these procedures when resolving complaints, and maintains a record of student complaints that can be accessed upon request. Baylor is committed to treating all students respectfully and equitably, and to providing a quality educational environment and experience for all learners. To that end, Baylor has a standardized several policies and procedures to foster an optimal learning environment that include the Student Appeals and Grievances Policy. The [Student Appeals and Grievances Policy \(23.1.08\)](#) is administered with oversight from the Office of the Provost to ensure documentation, centralized tracking, and prompt, fair resolution of outstanding issues reported by learners at all locations including those who receive remote instruction. Baylor’s Integrity Hotline tracks all appeal and grievance resolutions centrally, enabling the Office of Compliance and Audit Services and the Office of the Provost to manage and monitor appeals and grievances, examine trends, and ensure adherence to process and procedures.

Since August 2015, students have brought forth formal complaints in each of the policy’s four categories: *grade appeal*, *adverse academic action appeal*, *other academic issues* (e.g., administrative issues, academic misconduct), and *non-academic student misconduct, lapse in professionalism, and mistreatment*. During the last academic year, fifty-one reports were investigated. The policy was revised in 2020 to provide additional clarification regarding the formal reporting process, through Integrity Hotline, and requirements for the submission of supporting documentation.

\*These charts below reflect only the reports that were investigated by academic year.



Of the reports investigated between August 2015 and June 2021, approximately sixty percent (63.04%) were either substantiated or partially substantiated. Under five percent were unable to be investigated due to insufficient information (4.97%), and approximately thirty-two percent of reports were unsubstantiated (31.99%).

Reports have led to modifications to adverse actions and grades. In addition, educational leaders have utilized information and insights gained from the student appeals and grievances to advance training efforts, modify policies and procedures for enhanced clarity, and improve communication efforts, informing College members about the policy, [outcomes](#) of investigations (the 2021 outcomes report is forthcoming), and consequences for [retaliation](#).

