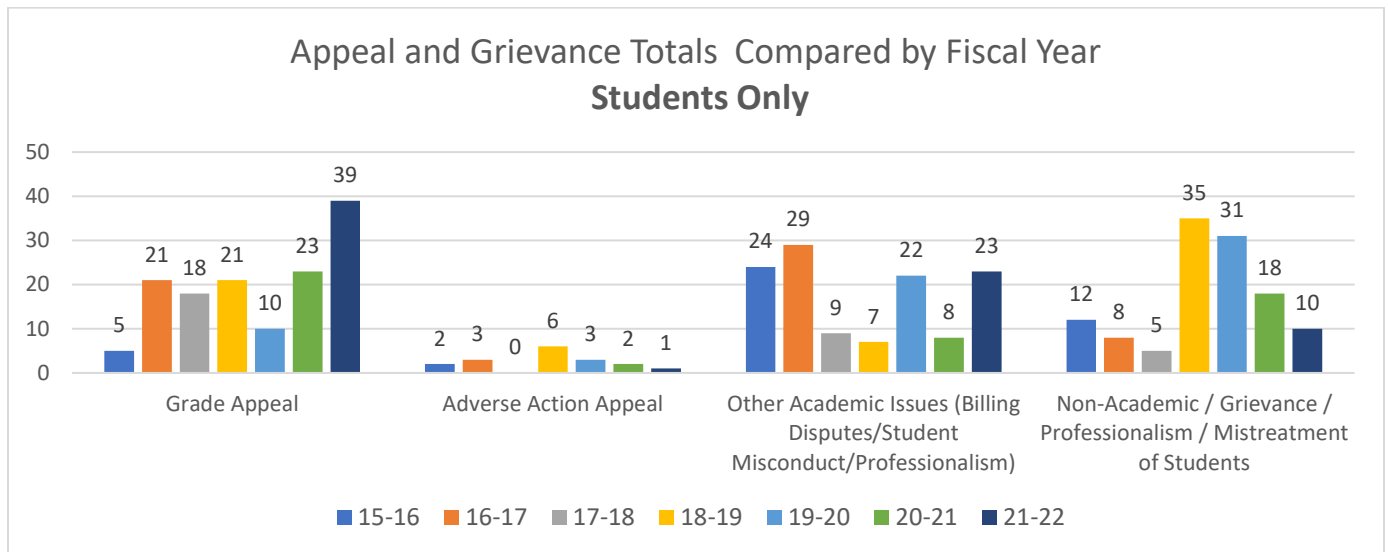


Student Appeals and Grievances: 7 Year Policy Highlights and Trends

Baylor College of Medicine publishes procedures to address written student complaints, follows these procedures when resolving complaints, and maintains a record of student complaints. 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 standardized several policies and procedures to foster an optimal learning environment that includes the Student Appeals and Grievances Policy. The [Student Appeals and Grievances Policy \(23.1.08\)](#) is overseen by centralized College leadership 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 Vice President of Education Affairs 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*. 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. During the last academic year, seventy-three student reports were investigated.

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



*FY21-22 = 73 total cases

Of the reports investigated between August 2015 and June 2022, approximately sixty percent (58.5%) were either substantiated or partially substantiated. Under ten percent were unable to be investigated due to insufficient information (7.3%), and approximately thirty-four percent of reports were unsubstantiated (33.9%). One report resulted in guidance as an outcome (0.25%). Reports have led to

