

Department of Communication Disorders Grievance Guidelines

While the Department of Communication Disorders strives to maintain the highest standards of ethical, academic, and clinical practice, we recognize that there may be a need for any of our constituents to formally make a complaint against the program. In such cases, it is important that proper procedures and documentation be completed. Typically, complaints should be brought to the attention of the proper person, party, or organization in a formal meeting to attempt a resolution. This should be followed by a written, signed complaint if resolution is not possible. The chart below provides resources and initial contact persons for a variety of possible complaint or grievance needs.

Information Regarding	Resource	Initial Contact
Appeal of a Grade	See online catalog at http://www.semo.edu/bulletin/ (UG) or http://www.semo.edu/gradschool/bulletin.htm (G)	Instructor
Appeal of All Decisions (except grades)	See Office of Student Development	Dean of Students UC422 1-573-651-2135
Grievance Against Faculty or Staff (SEMO)	See online policies and procedures at http://www.semo.edu/equityissues/policies.htm	Department Chairperson Grauel 210 1-573-651-2155
Grievance Against a Student (SEMO)	See online catalog at http://www.semo.edu/bulletin/ (academic policies and procedures section)	Department Chairperson Grauel 210 1-573-651-2155
Grievance Regarding Admissions	See online catalog at http://www.semo.edu/bulletin/ (UG) or http://www.semo.edu/gradschool/bulletin.htm (G)	Department Chairperson Grauel 210 1-573-651-2155
Grievance About Retention in Graduate Program	See online graduate catalog at http://www.semo.edu/gradschool/bulletin.htm	Department Chairperson Grauel 210 1-573-651-2155
Grievance of Discrimination or Harassment	See online policies and procedures at http://www.semo.edu/equityissues/policies.htm	Dean of Students UC422 1-573-651-2135
Grievance Pertaining to Clinic Service (SEMO)	See Center for Speech and Hearing	Clinic Coordinator Grauel 210 1-573-651-2050
Complaint Against Program to University	See Department of Communication Disorders	Department Chairperson Grauel 210 1-573-651-2155
Complaint Against Program to Council on Academic Accreditation (CAA)	See Council on Academic Accreditation (link at right)	http://www.asha.org/Academic/accreditation/accrmanual/section8.htm