



# FERRIS STATE UNIVERSITY

## MICHIGAN COLLEGE OF OPTOMETRY

**Policy Name:** Student Complaints Policy

**Covered Group:** Optometry Students

**Last Revised Date:** August 24, 2015

**Responsible Person/Group/Committee:** Dean/Associate Dean

**Policy:**

Students have the right to register a complaint with the Associate Dean.

**Procedure/Process:**

Students who have registered a complaint must discuss the complaint in person or in writing to the Associate Dean. The Associate Dean may refer complaints about clinical duties, assignments, or other matters related to clinical training to the Assistant Dean for Clinical Education, resident complaints to the Director of Residency Education, externship complaints to the Director of Externships, and complaints about fellow student conduct to the Honor Council. If a resolution is not available during the discussion period then the Associate Dean investigates the complaint to gather facts in regards to the complaint. In the case that the complaint is against the Associate Dean or if the student believes the resolution from the Associate Dean is not acceptable, the student can discuss the complaint with the Dean of MCO, who may consult with the FSU Office of General Counsel if necessary.

Every effort is made to resolve the complaint without jeopardizing the rights or identity of the student. The Michigan College of Optometry Rights and Responsibilities document, as provided to the students on their entry to the college, is used as a guideline in the resolution of student complaints.

Full documentation is maintained in the Associate Dean's office on all complaints, as is required by the Higher Learning Commission and the Accreditation Council on Optometric Education.