

## GRIEVANCE PROCEDURES

Health Services aims to provide the best support and service possible to our students, as well as our community stakeholders. As a client of Health Services, you are entitled to engage in a dispute resolution process in the event you have a complaint about the provision of services.

As health care providers in an educational setting, we aim to offer as many worthwhile learning experiences as possible in our relationship with our clients. In keeping with this philosophy, we strongly encourage clients to address their concerns directly with their provider. The benefits of this action is an opportunity for the complainant to utilize conflict resolution skills; increase their congruence and honesty in a safe relationship; and offer the provider direct feedback from which the provider may also learn. However, if the complainant is unable to reach a resolution with the provider, or they were unable to discuss the concern with their provider, they may contact the following administrators or accrediting body to launch a formal grievance. Please be sure to contact #1 on the list prior to proceeding to the next contact, and so on.

If a formal complaint is made to the below administrators the primary goal will be a face to face or verbal conversation within 7 days of formal complaint notice. If unable to speak face to face or verbally with the complainant a written response will be provided within 30 days of the original complaint notification.

1. Angie Brown, MSN, FNP-BC  
Director of Student Health Services  
(315) 312-4100
2. Kathleen Kerr, EdD  
VP, Student Affairs  
(315) 312-3214
3. Mary Toale, EdD  
Executive Assistant to the President  
(315) 312-2213
4. AAAHC (Accreditation Association for Ambulatory Health Care)  
Accrediting body  
[info@aaahc.org](mailto:info@aaahc.org)  
847-853-6060