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**Student Dispute Resolution Policy**

 (Revised 02/27/2023)

The Student Dispute Resolution Policy for the College of Public Health and Human Sciences (CPHHS) provides students with a mechanism to address and resolve issues with members of the CPHHS community including faculty, staff and administrators. Timely communications are important to address the situation.

Students are encouraged to first follow the informal steps below to resolve the situation before initiating formal action; however, initiating formal action at any time in the process can be done by completing and submitting the **[Student Dispute Resolution Form](https://health.oregonstate.edu/sites/health.oregonstate.edu/files/success/doc/student-dispute-resolution-form.docx%22%20%5Co%20%22Student%20Dispute%20Resolution%20Form%20%7C%20College%20of%20Public%20Health%20and%20Human%20Sciences)** (docx).

**Informal Steps to Resolution of a Dispute**

1. If possible and appropriate, discuss the concern with the person directly involved in the issue. Proceed to the next step if the situation remains unresolved after this first step.
2. If possible and appropriate, make an appointment to talk (in person or remotely) with the supervisor \*of the person directly involved in the dispute. If no resolution is found after this conversation, you may choose to initiate formal action as outlined below.

\*Contact Keri Fisher (Keri.Fisher@oregonstate.edu; 541-737-3256), Executive Assistant to the Dean for assistance if you are unsure who serves as the direct supervisor.

**Formal Steps to Resolution of a Dispute**

1. Complete and submit the [**Student Dispute Resolution Form**](https://health.oregonstate.edu/sites/health.oregonstate.edu/files/success/doc/student-dispute-resolution-form.docx) (docx) following the instructions provided. The [**Office of Advocacy**](https://asosu.oregonstate.edu/advocacy), which offers advice and guidance to students who have a dispute within the University, is a resource available in preparing the form. If you are a graduate student, please understand and use **[grievance procedures set by the OSU Graduate School](https://nam04.safelinks.protection.outlook.com/?url=https%3A%2F%2Fgradschool.oregonstate.edu%2Fcurrent-students%2Fgrievance-procedures&data=05%7C01%7CLaurel.Kincl%40oregonstate.edu%7C1e5180c830f349ca832608db03ee6938%7Cce6d05e13c5e4d6287a84c4a2713c113%7C0%7C0%7C638108094714520561%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=kQU55h2PPfpTQOlpgqw4McBEIIvzuCNP7xCcbYVp2p4%3D&reserved=0)**.
2. The case will be assigned to the appropriate administrator in the CPHHS depending on the nature of the dispute.
3. You will receive an email acknowledging receipt of the Student Dispute Resolution Form. The person assigned to process the case will be identified in the email and might ask to talk with you.
4. In determining a ruling, additional individuals and campus entities could be consulted as deemed appropriate.
5. The final ruling in the CPHHS, and basis for the ruling, will be communicated to you by email. The email will also include contact information for the appropriate university office in the event you are dissatisfied with the ruling and would like to have your case reviewed outside the college.

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Student Dispute Resolution Form

 (Revised 02/27/2023)

Instructions: Read the [CPHHS Student Dispute Resolution Policy](https://health.oregonstate.edu/academics/student-dispute-resolution-policy) before initiating formal action using this form. Graduate students, read the Graduate School’s [Grievance Procedures for Graduate Students](https://gradschool.oregonstate.edu/current-students/grievance-procedures).

\*Graduate students, you are welcome to use this formal College step, as an extension to the informal dispute resolution step.

Complete each of the prompts below and attach the saved file as an email sent to Keri Fisher, Executive Assistant to the Dean, at Keri.Fisher@oregonstate.edu.

Date: Click or tap to enter a date.

Student First and Last Name: Click or tap here to enter text.

Student ID Number: Click or tap here to enter text.

Student ONID Email: Click or tap here to enter text.

Student Phone Number: Click or tap here to enter text.

1. Describe in detail (a) the nature of the dispute, (b) when events occurred, and (c) who was involved.

Click or tap here to enter text.

1. Outline any steps you have taken to resolve the situation.

Click or tap here to enter text.

1. Explain what would be a satisfactory resolution for you.

Click or tap here to enter text.