

CONCERNS & COMPLAINT RESOLUTIONS

Concerns and Complaint Resolution

Sonoran University of Health Sciences offers mechanisms for the prompt resolution of complaints/reports. Students may file a complaint or report where there is alleged improper, unfair, or arbitrary action by a university employee or involving the application of a specific provision of a policy or procedure. These complaint and reporting processes are designed to help ensure the safety, security, and fair treatment of all students. In the spirit of respect and collegial conflict resolution, we encourage direct communication between the student and the other party (respondent) whenever possible.

Students should consult with the Dean of Students at DOS@sonoran.edu if they are unsure about how to address a concern. All links below can also be accessed on MySonoran's Student Solution Center (https://my.scnm.edu/ICS/Students/Student_Solution_Center.jnz) page.

Zero Tolerance for Retaliation

Sonoran University takes all complaints and reports seriously and is dedicated to a retaliation-free environment. If you believe you are the subject of retaliation, which includes retribution of any kind as a result of submitting a complaint or grievance, please notify the Diversity Advocacy Response Team (DART) or the Dean of Students Office at dos@sonoran.edu immediately.

Informal Problem-Solving

Sonoran University understands that there are times when challenges may arise during a student's enrollment. As future healthcare professionals and leaders, students are encouraged to learn and develop skills to solve problems and manage conflict proactively and in a respectful manner. In the spirit of promoting student self-efficacy, resiliency, and conflict resolution, students are encouraged to follow the steps below to work through conflicts and challenges.

1. Clearly articulate the problem/challenge:
 - Document the problem.
 - Identify who, what, where, when, why, and how.
 - Provide evidence to support the concern.
2. Prepare to resolve the problem/challenge:
 - Research and review the appropriate University policy, process, guideline, protocol, and published requirement provisions and cite the provision(s) that may have been violated. Remembering, that the Course Syllabi are the guidelines for the operation and implementation of a specific course.
 - Collect any additional information and background you may need.
 - Seek advice and support from an impartial third party who can help you see different perspectives.
 - Identify at least one, preferably more, potential solution(s) that would settle the issue.
3. Have a calm, rational conversation with the individual(s) with whom you have a conflict:
 - Request and schedule an appointment in person or virtually.
 - Clearly and succinctly articulate your points and cite the relevant policy, process, guideline, protocol, and/or published requirement provision(s).
 - Listen objectively to understand the other person's point of view.
 - Apply your problem-solving skills to find a solution.
 - Always maintain decorum and a calm demeanor.
4. Resolution:
 - Provide your possible solution(s).
 - Have realistic expectations.
 - Be open to a compromise instead of an "all-or-nothing" solution.
 - Be gracious if no solution is reached.
 - Identify measures to avoid similar issues from reoccurring.

Resolving Internal Complaints

Please utilize the information to identify the process or contact information for resolving your internal concern or complaint.

Academic Concerns or Complaints

- Program of study, progression, or academic status: Academic Progress and Policy Committee Requests (https://forms.office.com/Pages/ResponsePage.aspx?id=BA0K2UhH30SJG3oAM0LkZ00_JH-6hJBFqxliI8kZiIVURFBITVgwVWVAY)
- General academic policies and procedures complaints: Academic Compliments, Complaints and Grievances (<https://scnm.questionpro.com/a/TakeSurvey/?tt=OUbNsHKCSrU%3D>)
- Change of grade appeal: Grade Appeal Form (<https://scnm.questionpro.com/a/TakeSurvey/?tt=U2zjckL1mgQ%3D>)

Campus Safety or Injury Reporting

- Reporting a safety issue, injury, or accident occurring on campus: Safety/Incident Report Form (<https://scnm.questionpro.com/a/TakeSurvey/?tt=5IrynFoe5VM%3D>)
- Blood-borne pathogen incident: Blood-borne Pathogen Report Form (<https://scnm.questionpro.com/a/TakeSurvey/?tt=bKXFuGi%2BYo%3D>)

Disability Services Complaint or Appeal

- Reporting problems, appeals, or conflicts related to Sonoran University's disability compliance: Email the Accessibility Office at accessibility@sonoran.edu ([Accessibility@sonoran.edu](mailto:accessibility@sonoran.edu)).
- Appealing your Sonoran accommodations plan: Email the Vice President of Student Affairs at vpsa@sonoran.edu.

Family Educational Rights and Privacy Act (FERPA) Violation

To report complaints regarding access to student records and allegations that student records are inaccurate, misleading, inappropriate, or otherwise maintained in violation of student rights to privacy please email the Registrar's Office at registrar@sonoran.edu ([Registrar@sonoran.edu](mailto:registrar@sonoran.edu)). FERPA violations within the Registrar's Office should be directed to the Vice President of Student Affairs at vpsa@sonoran.edu (VPSA@sonoran.edu).

Discrimination, Harassment, Bias Incidents, Hate Crimes, and Hate Speech Complaints

Please use the Diversity Incident Report Form (<https://forms.office.com/r/61vNedbYge/>) for reporting complaints against faculty, staff, students, or community visitors who have engaged in behaviors that are perceived as discriminatory or harassing in nature related to any one of the following categories: race, color, national origin, ancestry, body size, gender, gender identity or gender expression, genetic information, political, religion, religious practice, level of education, age, ability, learning styles, or sexual orientation, ethnicity, veteran status, creed, marital or domestic partnership status, socioeconomic standing or any combination of these or any other characteristics.

Medical Center Concerns or Patient Complaints

Please email or call a Patient Service Representative at psr@sonoran.edu (PSR@sonoran.edu) or 480-970-0000.

Research Misconduct Reporting

To address instances of misconduct within research activities at the Ric Scalzo Institute for Botanical Research. Contact research@sonoran.edu (Research@sonoran.edu). You may also contact the President's Office at p.mittman@sonoran.edu

Sexual Violence and Sexual Harassment (including Title IX) Incident Reporting

Reporting complaints against faculty, staff, students, or community visitors who have engaged in behaviors that fall under the umbrella of sexual harassment, sexual assault, and sexual discrimination should be reported immediately using the Sexual Incident Reporting Form (<https://sexual-violence-assault-form.questionpro.com/>) found on MySonoran. These violations are reviewed by the Title IX Deputy Coordinator (Dean of Students) or the Title IX Coordinator (Director of Human Resources).

Student Code of Conduct Reporting

To report an incident involving student(s) or student organizations who have allegedly violated the Code of Conduct, please contact the Dean of Students Office at dos@sonoran.edu (DOS@sonoran.edu).

Institutional Concerns and Complaints Contacts

For assistance with other concerns and complaints related to the University that have not been resolved through other means, a student may contact the following:

For the Academic Mission of the University

Vice President of Academic Affairs

Dr. Garrett Thompson
480-222-9219 | vpaa@sonoran.edu

Dean of the College of Naturopathic Medicine

Dr. Jessica Mitchell
480-222-9809 | j.mitchell@sonoran.edu

Dean of the College of Nutrition

Dr. Gena Kadar
480-222-9255 | g.kadar@sonoran.edu

For Business Services, Facilities, or Administration

Chief Financial Officer

Edward Podol
480-222-9244 | e.podol@sonoran.edu

For Student Life, Services, and Campus Experience

Vice President of Student Affairs

Melissa Winquist
480-222-9203 | vpsa@sonoran.edu

Additional Guidance

If you are still unsure of where to begin with your complaint, please review the resources below:

- Students may contact the Dean of Student's Office at dos@sonoran.edu, we are here to assist you and advise on the next steps.
- The Diversity Advocacy Response Team (DART) can assist students with sorting through a campus-related conflict or concern. Upon contacting DART a team member will listen to your concerns, serve as a sounding board, explore options with you, and help determine the next steps to take. The conversation is strictly confidential, and information will not be shared without permission. The only exception to this confidentiality is when there appears to be an imminent risk of serious harm or danger.

Filing an External Complaint Higher Learning Commission

The Commission has established a clear distinction between individual grievances and complaints that appear to involve broad institutional practices. Where a complaint does raise issues regarding the institution's ongoing ability to meet the Criteria of Accreditation, the Commission forwards the complaint to the institution and requests a formal response. A complaint regarding an HLC member institution must be submitted using the complaint form available on HLC's website (<https://www.hlcommission.org/Student-Resources/complaints.html?highlight=WyJpbmRpdmlkdWFsliwiaW5kaXZpZHVhbCdzliwiZ3JpZXZhbmlNcylsImlu>). HLC does not accept complaints via mail, email, or phone. See HLC's website (<https://www.hlcommission.org/Student-Resources/complaints.html?highlight=WyJpbmRpdmlkdWFsliwiaW5kaXZpZHVhbCdzliwiZ3JpZXZhbmlNcylsImlu>) for more information on how to file a complaint.

Higher Learning Commission

230 South LaSalle Street, Suite 7-500
Chicago, Illinois 60604-1411
Phone: 312-263-0456 | Fax: 312-263-7462

Arizona State Board for Private Postsecondary Education

The Arizona State Board for Private Postsecondary Education (State Board) is responsible for the licensing and regulation of private postsecondary educational institutions operating in Arizona.

To file a complaint, visit the State Board's website (<https://ppse.az.gov/student-grievance-procedure-requirements/>) for procedural information and the complaint form. Please note that the policy states that a student who wishes to file a complaint with the state board must first exhaust all

available grievance procedures established by the institution, Arizona Administrative Code Rule R4-39-403.

If the student complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details.

Arizona State Board for Private Postsecondary Education
1740 West. Adams Street, Suite 3008
Phoenix, Arizona 85007
Phone: 602-542-5709
<https://ppse.az.gov>

Office of Civil Rights

Basis of Disability

Any individual who believes that they or a specific individual or class of individuals has been subjected to discrimination on the basis of disability may file a complaint with the Department of Health and Human Services, Office for Civil Rights (OCR). Complaints must be filed within 180 days of the alleged date of discrimination. For more information on how to file a complaint and the complaint process visit the OCR website at <http://www.hhs.gov/civil-rights/filing-a-complaint/index.html>. (<http://www.hhs.gov/civil-rights/filing-a-complaint/index.html.html>)

Department of Health and Human Services
Office for Civil Rights
Phone: 800.368.1019 | TDD: 800.537.7697

Title IX

Office for Civil Rights
400 Maryland Avenue, Southwest
Washington, DC 20202-1100
Phone: 800.421.3481 | Fax: 202.453.6012 | TDD: 800.877.8339
OCR@ed.gov

Please visit the Office for Civil Rights (OCR) website for more information on how to file a complaint of discrimination (<https://www2.ed.gov/about/offices/list/ocr/docs/howto.html>) with OCR.

Department of Education

Arizona Department of Education
1535 West Jefferson Street
Phoenix, Arizona 85007
Phone: 602-542-5393
Toll-Free: 800-352-4558
adeinbox@azed.gov

Please visit the Arizona Department of Education website (<http://www.azed.gov/>) for more information on how to file a complaint.

State Authorization Reciprocity Agreement (SARA) Complaints

For out-of-state¹ students taking a distance education course through Sonoran University who reside in SARA states, the Arizona SARA Council has jurisdiction over Arizona SARA-participating institutions, including Sonoran University, in relation to non-instructional complaints. Instructional complaints, such as grade appeals, are not reviewed by the Arizona SARA Council and should not be submitted for review.

Prior to registering a non-instructional complaint with the Arizona SARA Council, the student/complainant must first complete Sonoran University's Complaint Process (p. 1). If the complaint is not resolved through Sonoran University's process, the student/complainant should submit their

complaint to the Arizona State Board for Private Postsecondary Education (<https://ppse.az.gov/resources/student-complaint/>).

If the non-instructional complaint has not been resolved through the complaint processes of either Sonoran University or the Arizona State Board of Private Postsecondary Education, the complaint may be submitted to AZ-SARA (<https://azsara.arizona.edu/complaints/>). Complaints must be submitted within two years of the incident.

¹ *Students of Sonoran University residing in California can file financial or academic complaints online at www.dca.ca.gov or call toll-free (833) 942-1120.*