



## Grievance and Appeal Procedure

It is the goal of the Lewis Goodhouse Wellness Center (LGWC) staff to provide quality services to the students of United Tribe Technical College and their dependents at all times. If for some reason, a student feels that their rights have been violated or that they have not received the care and services they desire, it is always best to voice this concern with the staff member or clinician involved with their care. If the situation is not resolved in this manner the student/family may contact the Wellness Center Director (221-1764) at any time. Students/families also have the right to submit a formal complaint or grievance at any time.

### Formal Concern or Grievance:

1. A formal concern or grievance may be submitted **in writing** to the Program Coordinator, at any time. Please provide as much detail related to the concern as possible, including dates and names.
2. The Program Coordinator will review the concern in consultation with the Wellness Center Director.
3. The Program Coordinator or Wellness Center Director will contact the student/family back and arrange a time and location for further discussion of the concern. This discussion may occur in person or over the phone but should occur within three (3) working days of receipt of the concern or grievance.
4. The Wellness Center Director or Designee will make a decision on the concern or grievance within five (5) working days of receipt of concern or grievance and provide you with a written response.
5. If the student/family disagrees with the decision of the Wellness Center Director or Designee, an appeal may be filed in writing in the same manner as above. The appeal process will result in consultation of the Vice-President of Campus Services for United Tribes Technical College for review of the concern.
6. In the event that the concern or grievance is related to the Wellness Center Director, the concern or grievance will be brought to the Vice-President of Campus Services for United Tribes Technical College for review.
7. The decision of the Vice-President of Campus Services is final. Repeated appeals for the same issue will not be heard.

### Denial of Services:

If services are denied to a student or their family member for any reason, the student or family member has the right to appeal that decision in writing using the grievance procedure above.