Procedure for Managing DVM Student Complaints Within Junior and Senior Practicum

A DVM student who has a grievance within the junior or senior practicum should be directed to move through the following steps:

1) Speak directly to the person(s) with whom the disagreement or difficulties lie.

2) If direct conversation is not successful in resolving the problem and the issue involves a faculty member, the student should speak to the 3rd/4th year DVM Student Coordinator to identify the faculty member who serves as Section Head over the rotation in question, and directly provide feedback to that individual.
   • The DVM Student Coordinator will review student evaluations related to the individual or rotation in question; if a pattern is identified and the issue is pressing (reported discrimination or verbal abuse, for example) he/she will provide a brief summary of those reviews to the Section Head within 2 business days of the initial complaint. The Associate Dean of Veterinary Academic and Student Affairs and the Department Head are to be included on the communication to the Section Head.
   • If the DVM Student Coordinator identifies a pattern but the issue is not pressing, the student will be encouraged to provide feedback through conventional One45 mechanism; student evaluations are distributed to Section Heads quarterly.

3) If direct conversation is not successful in resolving the problem and the issue involves a technician or a house officer, the student should provide feedback to the faculty member in charge of the clinical rotation at that time. If the situation is not resolved, the student should contact the DVM Student Coordinator to determine the Graduate Advisor (if a house officer) or the Supervisor (if a technician); feedback should be provided directly to those individuals. The DVM Student Coordinator will follow the same protocol as above, in relation to review of student evaluations except that the Associate Dean of Veterinary Academic and Student Affairs and the Hospital Director (not the Department Head) will be included on the communication.

4) If the aforementioned interactions do not resolve the issue, the DVM Student Coordinator will contact the Associate Dean of Veterinary Academic and Student Affairs to identify the appropriate course for follow up (i.e. Associate Dean versus Hospital Director versus Department Head).

5) Students will be encouraged to be respectful and objective in their communications, and to manage daily and/or modest interpersonal issues through one-on-one conversations with the person that he/she perceives is contributing to the challenging conditions.

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