

<b>JOHNS HOPKINS UNIVERSITY STUDENT HEALTH &amp; WELLNESS CENTER POLICY &amp; GUIDELINES MANUAL</b>	<i>Document Number</i>	
<i>Subject:</i> <b>GRIEVANCE PROCEDURES AND EXTERNAL APPEALS</b>	<i>Created</i>	8/19/04
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## **POLICY**

The Student Health & Wellness Center (SHWC) will maintain a formal grievance procedure and external appeals process.

## **PURPOSE**

An established and orderly grievance and appeals procedure is essential to the integrity of the SHWC and its creditability within the University community.

## **PROCEDURE**

Students/parents/other university officials:

1. Individuals with concerns/grievances regarding a specific SHWC staff member are encouraged to discuss this matter directly with the SHWC staff member.
2. In the event that the grievance is not resolved satisfactorily, the affected individual should contact the SHWC staff member's immediate supervisor (see [JHU Organizational Chart](#)).
3. In the event that the grievance is still not resolved at the supervisor level, the affected individual should contact the Director of the SHWC.
4. If the Director cannot resolve the grievance after meeting with all concerned parties and the individual wishes to pursue additional remedies, he/she will be directed to the Vice Provost for Student Health & Well-Being.

SHWC staff members:

1. SHWC staff members with concerns/grievances regarding another SHWC staff member are encouraged to discuss this matter directly with that individual.

*Grievance Procedures And External Appeals Continued:*

2. In the event that the grievance is not resolved satisfactorily between the two parties directly, the individual bringing forth the grievance should meet with the other staff members' immediate supervisor (see [JHU Organizational Chart](#)). The supervisor will determine if he/she should meet with the two individuals together.
3. In the event that the grievance is still not resolved at the supervisor level, the affected individual should contact the Director of the SHWC.
4. If the Director cannot resolve the grievance after meeting with all concerned parties and the individual wishes to pursue additional remedies, the aggrieved individual should meet with the divisional Human Resources Manager.
5. If the grievance concerns the Director, the aggrieved individual should contact the Vice Provost for Health & Well-Being.
6. At any point in this process, a SHWC staff member may contact the University's [Faculty and Staff Assistance Program](#) to request assistance in resolving a grievance concerning another staff member, including the Director.