

## **PAS Program Student Mistreatment Policy**

1. The PAS program prohibits student mistreatment by faculty, staff, or peers. Mistreatment is behavior that shows disrespect for students and unreasonably interferes with their respective learning processes. Such behavior may be verbal (swearing, humiliation), emotional (neglect, a hostile environment), and physical (threats, physical harm). When assessing behavior that might represent mistreatment, students are expected to consider the conditions, circumstances, and environment surrounding such behavior. Examples of mistreatment include but are not limited to:
  - a. Harmful, injurious, or offensive conduct
  - b. Verbal attacks
  - c. Insults or unjustifiably harsh language in speaking to or about a person
  - d. Public belittling or humiliation
  - e. Physical attacks (e.g., hitting, slapping, or kicking a person)
  - f. Requiring performance of personal services (e.g., shopping, babysitting)
  - g. Intentional neglect or lack of communication (e.g., neglect, in a clerkship, of students with interests in a different field of medicine)
  - h. Disregard for student safety
  - i. Assigning tasks for punishment rather than to meet educational objectives or for objective evaluation of performance
  - j. Exclusion of a student from any usual and reasonable expected educational opportunity for any reason other than as a reasonable response to that student's performance or merit
  - k. Other behaviors that are contrary to the spirit of learning or violate the trust between the teacher and learner.
2. The PAS program encourages the identification of student mistreatment before it becomes severe or pervasive; therefore, students are encouraged to report incidents of mistreatment.
3. If a student has an issue or concern related to student mistreatment, the student should contact the appropriate university office to seek additional information as outlined in the [Division of Equity and Inclusion Reporting Incidents](#) webpage, the [Division of Student Affairs Student Complaint and Concern Process](#) webpage, and below:
  - a. An overview of methods to share a concern or submit a report can be found on the [Division of Equity and Inclusion Reporting Incidents](#) webpage.
  - b. For academic grievances, consult the PAS Program Student Academic Grievance Procedure.
  - c. For Title IX and institutional equity concerns (e.g., sexual misconduct, harassment, discrimination), contact the [Title IX Office](#).
  - d. Contact the Office of Student Conduct and Conflict Resolution for other issues or concerns involving other students.
  - e. For other issues or concerns involving a faculty or staff member that is not an academic grievance, Title IX, or institutional equity concern, the student should:
    - i. Contact the supervisor of the faculty or staff member. This is the PAS Department Chair for a faculty or staff member in the PAS department. If unsure of whom to contact, students can contact the Dean of Students office (616-331-3585, [dso@gvsu.edu](mailto:dso@gvsu.edu)) or the Student Ombuds (616-331-2491, [ombuds@gvsu.edu](mailto:ombuds@gvsu.edu)) for assistance. If students need assistance

deciding what to do or how to have those conversations, students can seek assistance through the Student Ombuds.

- ii. Communication can occur via email, phone, Zoom, an in-person meeting, or some combination.
  - iii. The supervisor is expected to respond within five working days.
  - iv. The supervisor seeks to understand the nature of the concern, collect any relevant documentation, and determine whether it can be resolved informally or should be referred to a different office. Based on the facts of the matter, the supervisor may decide to speak with the faculty or staff member about whom the student is raising the concern and, if warranted, pursue administrative action.
  - v. If a student wishes to pursue further resolution of the matter, they may appeal to the appropriate appointing officer. If it is unclear who the appointing officer is, the student can contact the Dean of Student Office or the Student Ombuds for assistance. If the supervisor is the appointing officer, the student may appeal to the appropriate executive officer, usually a Vice President/Provost.
  - vi. A response to the student is expected within ten working days of receipt of the appeal. The appointing officer (or executive officer) may communicate with the student about the appeal and determine a final resolution. There are no further appeals in the process.
4. Contact the Dean of Students Office or the Student Ombuds for general questions and guidance. The Dena of Students Office is an information resource for students and campus colleagues. The Student Ombuds strives to promote fairness and foster a positive campus climate environment by assisting students with conflict resolution and problem-solving related to their university working, learning, or living experiences.