

Procedure for Filing Student Complaints

Hackensack Meridian School of Medicine

Policies are in place at Hackensack Meridian School of Medicine (HMSOM) so students can experience a learning environment that treats all with dignity and respect. HMSOM provides procedures by which individuals who feel they have been adversely affected in their professional activities as a result of an arbitrary and capricious act, failure to act, or as a result of a violation of HMSOM policy, procedure, or regulation may report such adverse actions.

Complaints pertaining to incidents that involve discrimination on the basis of gender and gender identity, including sexual harassment/sexual assault and rape, are addressed under HMSOM's [Title IX and Grievance Procedure](#) and are handled separately from the processes described herein. Students who wish to report a Title IX related incident must contact HMSOM's Title IX Coordinator or utilize the online reporting form, [ComplyLine](#).

HMSOM requires students to act honorably and with integrity at all times while in pursuit of the MD degree. Students are expected to be truthful about their actions as a student and accept responsibility for them. Students are expected to adhere and refer to the [Student Code of Academic and Professional Integrity](#).

Please be advised that HMSOM participates in Federal student aid programs that are authorized under Title IV of the Higher Education Act of 1965.

34 CFR § 600.9 requires states to have a “process to review and appropriately act on complaints concerning the institution including enforcing applicable State laws.”

34 CFR § 668.43(b) requires that institutions “make available for review to any enrolled or prospective student upon request, a copy of the documents describing the institution’s accreditation and its State, Federal, or tribal approval or licensing. The institution must also provide its students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student’s complaint.”

When at all possible, complaints and disputes should be settled through informal discussion. For students with complaints regarding faculty, assignments, assessments/exam procedures, course materials/deadlines, course offerings, course requirements, or textbooks, please proceed to contact the following relevant personnel, in this order:

- Faculty Member
- Course/Clerkship Director
- Department Chair
- Senior Associate Dean or Assistant Dean of Students Affairs and Wellbeing

Administrative Complaints:

For students with complaints regarding registration, payment, university services (and facilities), or accessibility, please proceed to contact the relevant department or office:

- Office of Student Financial Services
- Office of Student Accounts
- Office of Accessibility
- Facilities
- Public Safety
- Registrar
- Office of Student Affairs & Wellbeing

A formal complaint is a request for the resolution of a problem, conflict, concern, or issue that negatively impacts a student(s). Student formal complaints may include (but are not limited to) issues regarding HMSOM policies, procedures, services, offices, and staff/faculty behavior and discrimination on the basis of marital status, race, color, creed, national origin, ancestry, age, disability and Veteran status.

Students must first try to resolve complaints directly with HMSOM, as outlined in the [General Grievance Policy](#). Anonymous concerns may be reported to institutional administration via [ComplyLine](#). If a student still has a grievance, and all avenues of appeal have been exhausted, a complaint may be filed by contacting the Office of the Secretary of Higher Education (OSHE): [Filing Complaint With State of NJ](#)

Information concerning the nature, scope, evaluation and resolution of formal complaints shall be confidential to the greatest extent possible and will be shared only with those persons who need to know.

HMSOM has zero tolerance for retaliation; retaliation against any individual for making a complaint or expressing a concern, participating in a review, or otherwise engaging in legally protected activities is strictly prohibited. Anyone who is found to have retaliated will be subject to disciplinary actions up to and including separation from the School. [Non-Retaliation Policy](#)

Contact Information for Filing an External Complaint

- **Accreditation Agency**
Middle States Commission on Higher Education
1007 North Orange Street
4th Floor, MB #166
Wilmington, DE 19801
(267) 284-5011

- **State Agency**
Division on Civil Rights
NJ Department of Law & Public Safety
Newark Regional Office
31 Clinton Street
P.O. Box 46001
Newark, NJ 07102
973-648-2700
 - **Federal Agency**
United States Equal Employment Opportunity Commission (EEOC)
National Call Center 1-800-669-4000
Newark District Office
Gateway Center
Newark, NJ 07102
973-645-6383
 - **Association of American Medical Colleges**
655 K Street NW
Suite 100
Washington, DC 20001-2399
Phone: 202-828-0596
[LCME Compliant](#)
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Adapted from:

Bergen County Community College
Fairleigh Dickinson University
New Jersey Institute of Technology