

FAQs

Mistreatment

Updated 10/2025

What is mistreatment?

The AAMC describes mistreatment as any “behavior (that) shows disrespect for the dignity of others and unreasonably interferes with the learning process.” This means that receiving critical feedback is not mistreatment, but being told that you’re stupid and useless during a feedback session is mistreatment. Mistreatment can look like: verbal abuse; public humiliation; discrimination; offensive comments based on legally protected characteristics, including but not limited to: gender, sex, race, ethnicity, disability, religion, sexual orientation, etc., neglect or being left out of educational opportunities, and more. If you’re not sure if the behavior you’ve experienced or witnessed is mistreatment, please reach out to the Office of Student Affairs and Wellbeing - we’re happy to talk with you about it.

I want to report, but the incident took place six months ago; is it too late?

While prompt reporting of a concern facilitates a timely review and resolution of the matter, there is no required duration of time in which a complaint must be brought forward.

Is it acceptable to make an anonymous report?

Yes, you can always submit a report anonymously via **HMH ComplyLine** (877-888-8030 or <https://hackensackmeridian.alertline.com/>). Your report helps us assess and improve the overall learning environment for everyone. However, choosing to remain anonymous may limit the options for resolving your individual concern.

Why would I choose to report mistreatment confidentially but provide my contact information?

There are a number of benefits to reporting mistreatment confidentially while providing us with your contact information. If you leave us your contact information, we can:

- Reach out to you with questions and to learn more about the incident;
- Learn who else we should talk to, who might have witnessed the incident or been subjected to similar behavior in the past;
- Answer your questions about the process;
- Keep you in the loop as the case progresses;
- Let you know when action has been taken and the case is closed.

Should I report the mistreatment of another student I witnessed?

Yes. An individual does not have to be the recipient of the alleged mistreatment or discrimination to report a violation. Reporting the mistreatment that you witnessed of another student (also referred to as bystander reporting) assists us in addressing misconduct and providing a safe environment for everyone.

Who reviews my report and takes action?

The Office of Student Affairs and Wellbeing will track and perform preliminary reviews of concerns and then forward to the appropriate dean or department for resolution. Complaints which fall under Title IX of the Education Amendments of 1972 (such as sexual harassment, stalking, etc.) will follow the process as outlined in the Title IX Policy and Grievance Procedure.