



COLLEGE OF VETERINARY MEDICINE OFF-SITE COMPLAINT POLICY

PURPOSE

This policy establishes a formal process for students at the College of Veterinary Medicine to report concerns or incidents occurring at off-site clinical locations. It ensures a structured investigation led by the Assistant Dean for Clinical Programs, with potential escalation to the Academic Dean. The policy also outlines interim measures and conditions under which the university may reconsider its partnership with an external clinical site.

POLICY

Long Island University (LIU) is committed to ensuring that all students in the College of Veterinary Medicine have clinical placements that provide a positive, enriching, and professional learning environment. LIU actively monitors and responds to issues or challenges presented at clinical sites and uses gathered information to address student concerns, implement necessary corrective actions, and evaluate the continuation of partnerships with clinical locations. The university will investigate all student complaints with the clinical site and take appropriate measures to safeguard student safety, well-being, and learning.

Students are encouraged to attempt to resolve minor concerns directly within their clinical site, recognizing that doing so helps develop professional problem-solving skills essential for future employment. However, in any situation where direct resolution is not feasible or appropriate, students should report their concerns promptly. The Assistant Dean for Clinical Programs serves as an advocate and primary reporting mechanism for students experiencing challenges at clinical sites.

This policy applies to all students engaged in clinical training at off-site locations affiliated with the university. It covers concerns related to professional conduct, safety, ethical violations, discrimination, harassment, mistreatment, or any other issues that may impact student learning, well-being, or ethical standards of practice.

PROCEDURES

Reporting Procedure

1. Initial Reporting

- Students should report concerns as soon as possible through the designated reporting system, which may include the university grievance policy, email the Assistant Dean for Clinical Programs, or Ethics Point.

- If the Assistant Dean for Clinical Programs was not the initial recipient of the complaint, the Assistant Dean for Clinical Programs shall be notified.
- Any student with concerns can email the Assistant Dean for Clinical Programs with details of the incident; including involved parties, date, location, and any additional supporting evidence.
- The Assistant Dean for Clinical Programs may identify additional university officials whose assistance may be helpful to the investigation.

2. Confidentiality & Non-Retaliation

- All reports will be handled with the highest level of confidentiality, to the extent possible, while ensuring a thorough investigation.
- Retaliation against any student who reports an issue in good faith is strictly prohibited and may result in disciplinary action.

Investigation Process

1. Initial Review (Assistant Dean for Clinical Programs)

- Upon receipt of a report, the Assistant Dean for Clinical Programs will conduct an initial review within five (5) business days to determine the severity and validity of the concern.
- If necessary, the Assistant Dean for Clinical Programs will gather additional information from the student and available records.
- The Assistant Dean for Clinical Programs will reach out to the clinical site’s director to notify them of the complaint and will engage them to resolve the issue if possible.

2. Escalation and University Investigation

- If the issue cannot be resolved by the Assistant Dean for Clinical Programs in conjunction with the clinical site director, the matter will be escalated to the Academic Dean for further review.
- The Academic Dean may coordinate with legal counsel and other university officials to determine appropriate actions.

Interim Measures

1. If the reported concern poses an immediate risk to student well-being or professional integrity, the university may take interim measures, including but not limited to:
 - Temporary removal of the student(s) from the clinical site while the investigation is ongoing.
 - Reassignment of the student to an alternate clinical site if available.
 - Suspension of student participation in specific activities at the site.
2. The university will communicate interim measures promptly to the student and relevant faculty.

Outcomes and Corrective Actions

1. Resolution and Corrective Measures

- Following the investigation, a formal report will be prepared outlining findings, conclusions, and recommended actions. The complainant will be notified of the outcome

of the investigation.

2. Termination of Clinical Partnership

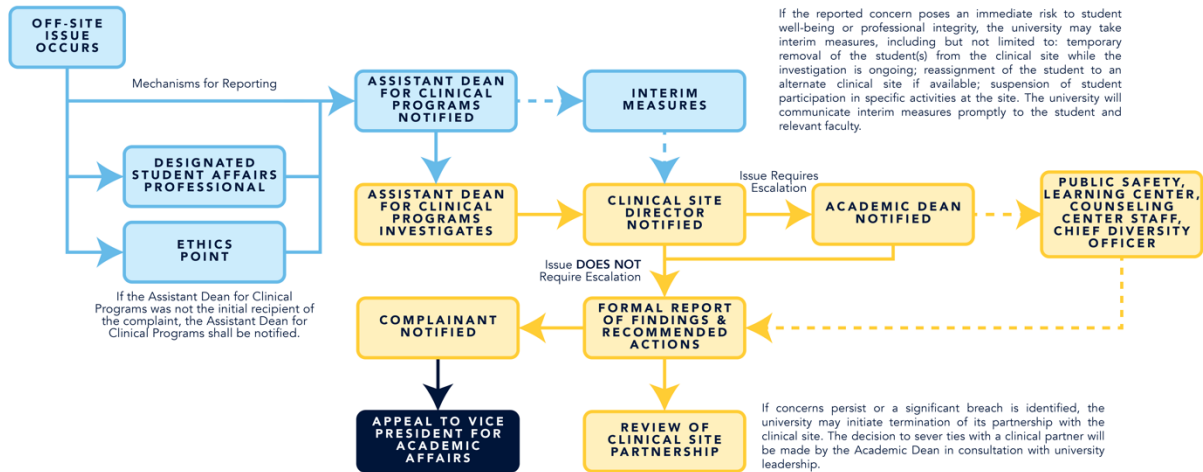
- If concerns persist or a significant breach is identified, the university may initiate termination of its partnership with the clinical site.
- The decision to sever ties with a clinical partner will be made by the Academic Dean in consultation with university leadership.

Appeals

If a student is dissatisfied with the outcome of an investigation, they may elevate their concerns to the Vice President of Academic Affairs within ten (10) business days of the final decision.

CVM OFF-SITE COMPLAINT POLICY REPORTING & RESOLUTION FLOWCHART

This policy establishes a formal process for students of the College of Veterinary Medicine to report concerns or incidents occurring at off-site clinical locations. It ensures a structured investigation led by the Assistant Dean for Clinical Programs, with potential escalation to the Academic Dean.



POLICY TYPE: COMPLIANCE