



MHA STUDENT GRIEVANCE POLICY AND PROCEDURES¹

Students enrolled in the Master of Health Administration (MHA) program at Hofstra University who wish to bring forth a grievance must complete the “Student Grievance” form. This form is available on MHAConnect. Students must email the form to the Director of the Master of Health Administration Program (edward.coffield@hofstra.edu) or the Chair of the Department of Population Health (Martine.Hackett@hofstra.edu).

While students must follow the procedures outlined in this document, if the grievance merits immediate attention the student should call the Director of the MHA program (516-463-7019), the Chair or the Department of Population Health (516-463-6517).

REVIEW PROCESS²

1. The Director of the MHA program (Director)/Department Chair (Chair) will acknowledge receipt of the student’s grievance by email or phone.
2. Within 10 business days from the acknowledgment of the student’s grievance form, the Director/Chair, or a program representative, will either meet with the student or provide a written response to the student’s grievance by email.
 - a. During the meeting or through the written response, the Director/Chair will provide the student with one of the following: a response to the student’s grievance, the steps being taken to address the grievance, or the steps being taken to further investigate and/or mediate the issue.
3. If the student’s grievance is not addressed within 12 business days from the date of submission, the student may contact the Chair of the Department of Population Health (Chair). The student must submit to the Chair the original grievance form and all other correspondence regarding the grievance via email. The Chair, or a Department representative, will review the material and contact the student to discuss and/or mediate the situation.
4. If the situation remains unresolved after the student contacts the Chair, the student should contact the Dean of the School of Health Professions and Human Services (Dean). The student must submit to the Dean the original grievance form and all other correspondence regarding the grievance via email. The Dean, or a School representative, will review the material and contact the student to discuss and/or mediate the situation.
5. If the situation remains unresolved after the student contacts the Dean, the student should contact the Provost in writing. The student must submit to the Provost the original grievance form and all other correspondence regarding the grievance via email. The Provost, or a representative from the Provost’s office, will contact the student to investigate the concerns.

² The MHA program maintains a record of all submitted grievances and related correspondence.

² For grievances related to course grades, the MHA Program follows Hofstra University’s “Course Grade Appeal Policy.” A copy of this policy is available on MHAConnect and at http://www.hofstra.edu/pdf/senate_fps_42_schoolhealthscienceshumanservices.pdf.