PURPOSE: To establish procedural guidelines for CMSRU faculty and students in the event of alleged mistreatment in the course of the teacher-learner relationship.

POLICY: CMSRU is committed to promoting student success in an atmosphere dependent upon mutual respect, collegiality, fairness, trust, and accountability within its respective community. CMSRU student mistreatment, abuse, or harassment will not be tolerated. If a student alleges mistreatment or becomes aware of an incident of mistreatment by a member of the CMSRU community, they are encouraged to follow this policy. CMSRU adheres to the guidelines included in the AAMC Statement on the Learning Environment.

SCOPE: This policy applies to all CMSRU medical students and those who serve as teacher and/or mentor to them in all years and areas of the educational experience.

DEFINITIONS: Inappropriate behavior or situations CMSRU deems unacceptable include:

- Unwelcome physical contact, including any physical mistreatment or assaults such as hitting, slapping, kicking, or threats of the same nature
- Verbal abuse (to attack in words, or to publicly speak insultingly, or unjustly, of a student)
- Inappropriate or unprofessional criticism intended to belittle, embarrass, or humiliate a student
- Requiring a student to perform menial tasks intended to humiliate, control, or intimidate the student
- Unreasonable requests for a student to perform personal services
- Retaliatory behavior such as grading or assigning tasks to punish a student rather than evaluating or assessing a student’s performance
- Sexual assault and harassment (Policy on Sexual Harassment and Misconduct)
- Discrimination based on race, religion, ethnicity, sex, age, sexual orientation, and disability
STUDENT COMPLAINT PROCEDURE

Reporting:
A student reporting an incident should use any of the following methods of reporting:

- Online/Anonymous Reporting
  [http://cmsruapps.rowan.edu/surveys/report_mistreatment](http://cmsruapps.rowan.edu/surveys/report_mistreatment)
- Office of Student Affairs
  Erin Pukenas, MD; Assistant Dean for Student Affairs
  pukenas@rowan.edu
  Marion Lombardi, EdD; Chief Student Affairs Officer
  lombardim@rowan.edu
- Office of Diversity and Community Affairs
  Jocelyn Mitchell-Williams, MD; Associated Dean for Diversity and Community Affairs
  williamsjo@rowan.edu
- CMSRU Ombuds Office
  [http://cmsru.rowan.edu/students/ombuds/](http://cmsru.rowan.edu/students/ombuds/)
- Title IX Coordinator
  Marion Lombardi, EdD; Chief Student Affairs Officer
  lombardim@rowan.edu
- Disabilities/Accommodations
  Marion Lombardi, EdD; Chief Student Affairs Officer
  lombardim@rowan.edu
- Course and Clerkship Evaluations
  a. Issues of mistreatment can be voiced through the course and clerkship evaluations at the end of the course
- Deans and Directors
  a. To provide easier reporting, students may report an incident to any Dean or Director they feel comfortable in approaching
  b. The Dean or Director will then disseminate the complaint to the assistant dean for student affairs or designee

Students should submit an electronic Mistreatment Report in real-time for all mistreatment related events to ensure proper follow-up and resolution.

Post Reporting:
The Office of Student Affairs and The Office of Medical Education are responsible for the oversight of mistreatment of students. After a report is filed, the appropriate parties will review the complaint and determine the course of action based on the severity and circumstances of the incident. If the event is reported via a course or clerkship evaluation, it will be addressed with the respective departments and faculty. In the event of an electronic mistreatment submission, the student where identified, will be contacted within three (3) business days confirming receipt of the complaint. The student, when self-identified, will participate in the investigatory process. An action plan will be formulated within fourteen (14) days from the filing with a plan of action.

ADDITIONAL NOTES:

1. This process does not apply to the students' personal preferences regarding the faculty/professional staff members' physical appearance, personal values, sexual orientation, or the right to academic freedom or the freedom of expression.
2. In all grievance matters, to the extent possible, the student will be responsible for documentation of his/her allegations.
3. To ensure the protection of the parties' privacy, the process and all documentation will be completely confidential.
4. All students, faculty, professional staff, department chairs, supervisors, deans and directors are expected to follow the steps in this policy.
The Assistant Dean for Student Affairs or Designee, in consultation with other Deans and Directors, may choose to report incidents to any Dean or Director. In the event that a student is not comfortable reporting an incident to a student affairs or academic personnel, students may report incidents in course or class evaluations. Students may report incidents at any time via a student affairs office or via the Title IX Office.

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**Policy and Procedures for Reporting Misdemeanor**

Unacceptable Behavior includes:

- Verbal abuse (to attack in words, or to publicly bait, taunt, or verbally threaten, jesting, sneering, jeering, or threats of the like)
- Harassment, including any physical, verbal, or psychological misconduct that interferes with a student's ability to learn or perform personal services
- Sexual harassment and misconduct
- Sexual assault
- Discrimination based on race, religion,
- Disability, age, gender, or national origin

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