

## Conflict Resolution Lamar University Speech & Hearing Clinic

There are always cases of disagreement between individuals, but if a dispute arises between a faculty member, academic or clinical, and student, the student may feel uncertain about how to resolve the problem without prejudice. The following policies have been adopted to give students a forum within which issues can be aired and, hopefully, resolved satisfactorily. The best hope is that the disagreement can be resolved by a discussion between the two parties. If the dispute cannot be resolved between the principle parties for any reason, the student should bring the complaint to the Clinical Director. The Clinical Director will act as mediator between all individuals involved in the complaint and will attempt to arrive at a fair solution. If the dispute still cannot be resolved between the principle parties and the Clinical Director, the complaint will be taken to the Department Chair. The Department Chair will establish a group, including the complainant, to discuss the issue and reach a resolution.

Questions pertaining to classroom assignments, performance, or grading should be raised with the course instructor. Students that are uncertain or confused as to policies or procedures with regard to course selection, requirements, or any of a number of other such issues, should see their advisors.

Questions regarding assignments in particular practicum/internship sites should be directed to the appropriate Clinical Advisor. Canards cannot be relied upon. Contact the appropriate individual by telephone, email, or personal visit to obtain accurate information. If a satisfactory solution is not reached, it is then appropriate to discuss the matter with the Clinical Director, who can advise further actions or avenues of appeal.

Complaints regarding clinic caseload, supervision, internships/externships, or any other clinically related issues/concerns should attempt to be resolved with the individual supervisor/instructor, professor, or clinical advisor directly involved. If a satisfactory solution is not reached, it is then appropriate to discuss the matter with the Clinical Director.

All complaints must be signed and submitted in writing prior to meeting with the Clinical Director. The document must clearly describe the specific nature of the complaint, the names of all parties involved in the complaint, steps taken to alleviate the problem, the outcomes thus far, and any other significant information.

A student may request to meet with the Clinical Director in private. However, all parties involved in the episode may request to attend the meeting. Most of the time, the parties to a dispute settle the issues during these discussions. However, if a student remains dissatisfied with the outcome of these conversations, the student may submit a written request to meet with the Department Chair to discuss conflict resolution. The letter must state the specific nature of the complaint and the redress, or remedy, the student seeks as an outcome of the meeting.

It is important to recall that the complaint process requires a student in conflict with an instructor/supervisor/clinical advisor to attempt to resolve the dispute before meeting with either the Clinical Director or the Department Chair.

The student should start the process by meeting with the instructor/supervisor and then with the Clinical Director, and finally the Department Chair.

Students are encouraged to resolve complaints (or grievances) at the appropriate level of dispute; however, should this approach fail or be inappropriate, students may submit written complaints to the Office of Student Affairs in the Wimberly Building, Suite 115 or via fax (409) 880-1726.