



Office of the
Commandant

DEFENSE HEALTH AGENCY
MEDICAL EDUCATION AND TRAINING CAMPUS
3176 CPL JOHNSON ROAD
JBSA-FORT SAM HOUSTON, TEXAS 78234-1247

December 6, 2019

**MEMORANDUM FOR MEDICAL EDUCATION AND TRAINING CAMPUS FACULTY,
STAFF AND STUDENTS**

SUBJECT: Medical Education and Training Campus Staff, Faculty & Student Grievance Policy

This memorandum recapitulates the various grievance processes/procedures involving Medical Education and Training Campus faculty, staff, and students (referred to as "personnel" henceforth in this memo). All personnel should be aware of the grievance processes specifically related to academic, non-academic, and/or non-compliance of accreditation standards or policies. Grievance processes/procedures involving personnel policies, functions, and facilities are addressed in policies, regulations and/or instructions of the Complainant's parent service.

Personnel should submit their academic and/or non-academic grievances through their program chain of command and/or the Inspector General (IG) office, as applicable. Non-Defense Health Agency personnel should contact their Title 10 Service units for non-academic related grievances (e.g., Air Force: 59th Training Group; Army: 32d Medical Brigade or Medical Professional Training Brigade; Navy: Navy Medicine Training Support Center), as applicable IAW the Uniform Code of Military Justice, DoD Directives, and/or Service-specific directives.

Informal Complaints: All METC personnel are encouraged to provide constructive feedback by using the mechanisms provided by METC and/or the parent Service. METC leadership should review all informal complaints and act upon them as required.

Formal Complaints: All METC personnel have the right to formally present a program-related grievance or complaint in writing. These matters should be addressed at the lowest authority level possible, but may be elevated through the chain of command when attempts at resolution fail. For academic matters, work with course instructors, program directors, service leads, department chairs, and deans, as applicable. For non-academic matters, work through supervisory channels (e.g., instructors, service leads, etc.) before addressing a grievance or complaint to higher-level command channels or the IG system. However, individuals have the right to file a complaint with the IG at any level without going through supervisory/command channels first.

In addition to the methods previously outlined, METC provides personnel the following communication outlets:

- METC Open Mic: Internal feedback link is located on the METC Intranet. Comments/questions submitted to the Commandant or functional branches are anonymous unless personnel choose to self-identify.
- Interactive Customer Evaluation (ICE): External link is located on the METC Intranet and support organizations. This is a Department of Defense hosted feedback website.
- Academic Oversight Board (AOB) Operating Instruction and Standard Operating Procedures: these documents outline student due process procedures involving academic relief, recycle or continue in training for failure to meet programmatic academic standards.
- Student Evaluation and Administration Plan (SEAP): A set of administrative and academic policies containing standards used during the daily operations of METC programs. The administrative policies are uniform across METC, while academic standards are developed for each program. Each student is provided a copy of their Program SEAP.
- Anytime Student Feedback: External link is located on the home page of the METC public website. Survey can be completed anytime students, staff, or faculty need assistance with an issue that has not improved with routine program support.
- End of Program (EOP) Survey: Survey provided to all graduating students at the end of their program. Surveys are reviewed by the Standards & Evaluations Branch and actionable responses are flagged/followed through to closure.

As an avenue of last resort, staff, faculty and students may contact the Council on Occupational Education (COE), 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350, telephone: 770-396-3898, or visit their website at www.council.org, for additional assistance with grievances. However, contacting COE does not alleviate the requirement to inform one's respective chain of command as outlined in the Service policies.

For questions and/or concerns regarding METC grievance policies/procedures, contact DHA-J7 Operations South Branch at dha.jbsa.j7.mbx.operations-south@mail.mil.

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