



Office of the
Commandant

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

February 13, 2023

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

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

- References: (a) DoD Directive 5136.01, "Assistant Secretary of Defense for Health Affairs (ASD(HA))," September 30, 2013, as amended
(b) DoD Directive 5136.13, "Defense Health Agency," September 30, 2013, as amended
(c) Council on Occupational Education, "2022 Handbook of Accreditation for Federal Institutions"

This Medical Education and Training (METC) memorandum, based on the authorities of References (a) and (b), and in accordance with the guidance of Reference (c), establishes the various grievance processes/procedures involving METC faculty, staff, and students (referred to as "personnel" henceforth). 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's 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; Navy: Navy Medicine Training Support Center), as applicable in accordance with 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. Academic matters generally require working with course instructors, program directors, service leads, department chairs, and deans, as applicable. Non-academic matters generally require working through supervisory channels (e.g., instructors, service leads, etc.) before addressing them to higher-level command channels or the Inspector General. Individuals have the right to file a complaint with the Inspector General 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. ICE is a Department of Defense hosted 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 the campus, and academic standards are specific to each program. All students receive 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 culmination of their program. Surveys are reviewed by the Standards & Evaluations Division and actionable responses are elevated and 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



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