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

SUBJECT: METC Staff, Faculty and Student Grievance Policy

This memorandum recapitulates the various grievance processes/procedures involving Medical Education and Training Campus (METC) 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, this generally requires working with course instructors, program directors, service leads, department chairs, and deans, as applicable. For non-academic matters, this generally means working through supervisory channels (e.g. instructors, service leads, etc.) before addressing them 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 outlined above, 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.

- End of Program (EOP) Survey: Survey provided to all graduating students at the end of their program. Surveys are reviewed by the Standards & Evaluations Division and actionable responses are flagged/followed through to closure.

For questions and/or concerns regarding METC grievance polices/procedures, please contact METC Operations Branch at dha.jbsa.education-trng-dir.mbx.metc-operations@mail.mil or 210-808-1248.

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