

Grievance Procedures

Health Services aims to provide the best support and service possible to our students, as well as our community stakeholders. As a client of Health Services you are entitled to engage in a dispute resolution process in the event you have a complaint about the provision of services.

As health care providers in an educational setting, we aim to offer as many worthwhile learning experiences as possible, in our relationship with our clients. *In keeping with this philosophy, we strongly encourage clients to address their concerns directly with their provider.* The benefits of this action is an opportunity for the complainant to utilize conflict resolution skills; increase their congruence and honesty in a safe relationship; and offer the provider direct feedback from which the provider may also learn. However, if the complainant is unable to reach a resolution with the provider, or they were unable to discuss the concern with their provider, they may contact the following administrators to launch a formal grievance. Please be sure to contact #1 on the list prior to proceeding to the next contact, and so on.

1. Angie Brown, MSN, FNP-BC
Director of Student Health Services
(315) 312-4100
2. Kathleen Evans, EdD
AVP, Student Engagement
(315) 312-2823
3. Jerri Howland, PhD
VP, Student Affairs/ Enrollment Management
(315) 312-3214
4. Mary Toale
Executive Assistant to the President
(315) 312-2213