

Ultimate Medical Academy: Grievance Procedure

UMA believes that many questions or concerns that students may have can be resolved simply through discussion. We also believe that in the event there is an issue, the involved parties should have the opportunity to address the situation before it is escalated, as it is appropriate to do so. Students with concerns should adhere to the following process in seeking a resolution:

Step 1: Communicate with the appropriate instructor or staff member.

Step 2: Communicate with the Learner Services Advisor, or administrative manager.

Step 3: Communicate with the Director of Education.

Step 4: Unresolved concerns may be elevated to the Review Committee.

At all times, UMA provides an additional resource for students. A UMA Cares Resolution Specialist is available for students to voice their problems, concerns, frustrations, or complaints via phone at 1-800-509-5474 or email at UMAcare@ultimatemedical.edu.

Should the issue escalate to step 4: The Review Committee has the responsibility for reaching a decision that is in the best interest of both the student and the School. As stated above, unresolved concerns remaining after discussing with the Director of Education, including SAP appeals, may be submitted to the Review Committee. The Committee is comprised of senior managers from different departments in the School. Students must follow steps 1 through 3 of the appeal procedure above before submitting a review to the Review Committee. Students wishing to submit a review must follow the procedure below:

(1) Submit an email message requesting a Review Form to the Compliance Team at compliance@ultimatemedical.edu, or obtain a printed form from the Registrar's Office

(2) Reviews are to be filed within 180 days of the most recent incident in question, unless the student can show good cause for a later filing. The review must include sufficient information and appropriate documentation to permit fact-finding and investigation. A Compliance Team member will contact the student if additional background is needed.

(3) Students will be contacted in writing with the Committee's decision within two business days after the meeting.

(4) Students who have additional information that transpired between the request for review and the Review Committee's decision may request reconsideration. The reconsideration of the Committee's decision must be in writing within 10 business days of student's notification of the decision, and include the additional details that were not available at the time of the original review.

Reconsiderations that do not include additional information will not be heard by the Committee, and the student will be notified.

(5) The Review Committee's decision will be final and binding.

(6) Retaliation against any student using this complaint process is strictly prohibited.