

SCHOOL OF NURSING AND PUBLIC HEALTH GRIEVANCE AND COMPLAINTS

The University defines a formal complaint as any complaint given by a student in writing or when a student contacts one or more academic person or a member of the academic affairs staff in person to present a complaint. Depending on the nature of the complaint (e.g., academic or non-academic), several pathways are available for students.

When a student believes that her or his rights have been violated, the first effort should be informal reconciliation. This may involve speaking directly with the other individual or speaking with a neutral person who can serve as mediator. If the problem involves two members of the same class, the instructor for the course, the program director, associate dean, or other appropriate University administrator may be approached and asked to serve as mediator.

The Associate Dean of the School of Nursing and Public Health and the nursing faculty support an “open door policy” to provide an avenue for the voicing of student concerns. Student concerns are discussed with the appropriate faculty member(s) or the faculty at large to determine if action is indicated. Nursing students have a variety of methods for voicing concerns or complaints. Most issues can be identified through annual review of Student Satisfaction Surveys and addressed. Student representation on the Graduate Curriculum and Evaluation Team (GCET) provides an additional avenue for the voicing of concerns and a mechanism for ensuring nursing student input into curricular and other student issues.

Generally speaking academic appeals that are heard by Student Development and Progression (SDP) and then the Nursing Faculty Organization (NFO) are upheld to scrutiny by appellants and the University Academic Standards Committee (ASC). If the student is not satisfied with that decision, the student may continue the appeals process with ASC.

Appeals of academic policies and procedures are heard by the Academic Standards Committee (ASC), chaired by the Vice Provost(s). If the student is not satisfied with the decision of the Academic Standards Committee, he or she may submit a written appeal to the University Provost or President. This must be done in writing and should specify the nature of the event and the right that the student believes has been violated. The grievance should also be filed with the school’s Dean, except when the Dean is the subject of the grievance. In the latter instance, the grievance should be filed with the Director of Human Resources. The Dean or Human Resources director will respond in writing to the grievance.

Any student complaint involving a matter not covered by existing institutional policy (e.g., inappropriate language, preferential treatment, misuse of funds) can communicate the grievance to the Provost, Vice Provost, or VP for Student Affairs or to the Director of Human Resources if the complaint is about the Provost, Vice Provost, or VP for Student Affairs). The Provost, Vice Provost, or VP for Student Affairs begins the process of mediation or, at his or her discretion, defers the process of mediation. In the latter case, the grievance may be referred directly to the appropriate party, department, or committee.

To see the institution’s policies and procedures on grievances, please visit the College’s webpage on [Grievance Procedures](#).