

GRIEVANCE PROCESS

The Helen S. Breidegam School of Nursing (SON) is committed to fostering a fair and respectful academic and clinical environment. This policy provides a clear process for students to address academic or clinical concerns within the SON that they believe have resulted in unjust or improper treatment.

This policy applies to grievances related to:

- Academic evaluations (e.g., grade disputes, clinical performance evaluations)
- Alleged violations of the School of Nursing policies
- Perceived inequitable treatment or professional misconduct by faculty or staff

Any additional grievances that fall outside of the School of Nursing policies should be addressed under the University's additional [Grievance Policy and Procedures](#).

Guiding Principles

- **Respect and Confidentiality:** All parties are expected to engage in a respectful, professional, and confidential manner.
- **Timeliness:** Grievances must be submitted in a timely fashion (see timelines below).
- **Non-Retaliation:** Students who submit a grievance are protected from any form of retaliation, including intimidation, unfair treatment, or adverse academic or clinical consequences, as a result of raising their concern.

The Helen S. Breidegam School of Nursing Grievance Process

Informal Resolution

- Students are encouraged to resolve concerns at the lowest possible level before filing a formal grievance.
- The student should discuss the concern directly with the involved course faculty member or clinical instructor within 5 business days of the issue arising.
- If the concern is not resolved, the student may request a meeting with their academic advisor or Program Director who may serve as a neutral facilitator.

Formal Grievance Submission

If the issue remains unresolved, the student may submit a formal grievance in writing to the Associate Dean of the School of Nursing within 10 business days of the final informal resolution attempt.

The written grievance must include:

- Student's name, course, and contact information
- Description of the concern or incident
- Summary of attempts at informal resolution
- Desired outcome or remedy

Review and Investigation

- Upon receipt of the grievance, the Associate Dean along with SDP will begin an impartial review.
- The faculty member(s) involved will be notified and provided an opportunity to respond.
- Additional documentation, witness accounts, or relevant materials may be requested.
- The review is typically completed within 15 business days, unless an extension is necessary.

Decision and Notification

- A written decision will be issued to the student outlining the outcome, rationale, and any applicable next steps or recommendations.
- All documentation will be retained in the student's academic file in accordance with university policy.

Appeals

If the student is dissatisfied with the outcome, they may appeal in writing to the Associate Provost/Dean of the College of Health within 5 business days of receiving the decision. The decision of the Dean is final.

Recordkeeping

All SON grievance records will be maintained in a confidential file in the SON Office for a period of seven years which is consistent with institutional records retention policy.

Reviewed: 8/2025