



UPMC SCHOOLS OF NURSING POLICY AND PROCEDURE

SUBJECT: Student Complaint and Grievance Policy **INDEX TITLE: Administration**
DATE: August 28, 2023

I. POLICY:

It is the policy of UPMC Schools of Nursing to provide due process regarding a dispute or disagreement through a designated process without fear of retaliation. The Appeal Committee Meeting is an internal process and is not open to external representation or third party involvement.

II. PURPOSE:

The purpose of this policy is to provide a timely resolution to a student concern, issue or violation of student rights and responsibilities while following the proper chain of command.

III. SCOPE:

This policy applies to all students in the UPMC Schools of Nursing.

IV. DEFINITIONS:*

- **Due Process** – A disciplined, analytical decision-making procedure in which relevant standards are applied by a properly constituted and authorized body using a method that is based on published rules of procedure and is free of improper influence
- **Complaints and Grievances** – A formal allegation against a nursing program, typically expressed as a written, signed statement. A grievance is a wrong or hardship suffered that is the grounds for a complaint; the formal expression of a grievance is a complaint. A nursing education unit's record of student complaints must include all complaints filed since initial accreditation or reaccreditation, whichever was the last accreditation site visit.

* ACEN (Accreditation Commission for Education in Nursing) Glossary
www.acenursing.org

V. PROCEDURE:

Students with complaints and/or issues are directed to follow the chain of command (as illustrated below) to seek resolution:

- Financial Aid/Billing: Financial Aid Coordinator or Financial Aid Supervisor
- Academic/Course Specific Issues: Instructor and/or Course Chair/Director and/or Assistant Director
- Affiliate Colleges and Universities: students must follow the grievance and complaint process for all matters related to non-nursing courses.

After following the chain of command, any student who feels he/she has not received fair and/or just treatment may submit a formal, written, signed and dated **STATEMENT OF VIOLATION OF STUDENT RIGHTS** (see attachment) within three (3) business days: Monday through Friday, while school is in session, of the occurrence to the Director and/or Assistant Director of the respective school.

Upon receipt, the written grievance will be taken to the UPMC Schools of Nursing Executive Committee. The committee will convene, review the grievance, and make a decision by majority vote within five (5) business days of receiving the grievance. The Grievant will be notified in writing and UPMC email of the decision within three (3) business days of the UPMC Schools of Nursing executive committee meeting. All decisions by the Executive Committee are final.

If a grievance is unresolved before the next semester begins, the student cannot start the semester or enter once classes have started.

VI. REFERENCED AND RELATED POLICIES

For Students: UPMC Schools of Nursing Academic Integrity Policy
UPMC Schools of Nursing Student Confidentiality Agreement
UPMC Schools of Nursing Clinical Attendance Policy
UPMC Schools of Nursing National Student Nurses' Association Bill of Rights and Responsibilities for Students of Nursing Policy
Accreditation Commission for Education in Nursing, ACEN Glossary, Dec. 2017

For Faculty: HS-HR0736 Confidential Information
HS-HR0704 Corrective Action and Discharge

Reviewed/Revised: 04/19/2023

Originated Date:

Effective Date: 08/28/2023

Signature:  Date: 8/28/2023
Executive Director
UPMC Schools of Nursing

STATEMENT OF VIOLATION OF STUDENT RIGHTS

After reviewing your student rights and responsibilities which of your student rights do you feel were violated? (Please refer to the National Student Nurses' Association Bill of Rights and Responsibilities for Students of Nursing)

Statement of Complaint:

Date(s) of occurrence: _____

Description of occurrence:

Supporting Evidence:

Outcome expected by student:

Resolution:

Date complaint received: _____

Student Signature: _____

Printed Name: _____

APPEAL COMMITTEE CONFIDENTIALITY AGREEMENT

I, _____, agree to keep all matters related to this Appeal confidential and to surrender all personal notes and documentation presented during the meeting. I also agree to not photograph or use electronic means to preserve any portion of the meeting.

I acknowledge that a violation of this agreement could result in further disciplinary action as outlined in the Code of Conduct policy.

Signature

Title/Position

Date