

STUDENT COMPLAINT PROCEDURE

UNIVERSITY OF NEBRASKA MEDICAL CENTER COLLEGE OF NURSING

Student Complaint Procedure Subsection: **Appendix C1**
Section 5.0 - Appendices Originating Date: June 2024
Responsible Reviewing Agency:
Executive Council

Related documents:
Policy 5.1.15 Student Formal
Complaints and Formal Grievances

Purpose

This appendix details the procedure for a student to resolve a student complaint or report a formal complaint against a student, faculty or staff member.

UNMC Definitions

University Day: The term "University Day" means a weekday on which the campus offices are open. Check the academic calendar on the campus website to determine the days on which the campus offices are closed.

E-Mail Address of Record: The term "E-Mail Address of Record" means the student's University assigned email address. Because important notices may be sent to students by email, it is extremely important that students make sure they check that email regularly.

Initial Steps for Resolving Student Complaints

1. As part of professional practice, it is recommended that the first course of action involve a discussion between the student and the student, faculty, or staff member to resolve the issue. All participants reserve the right to record any meeting that discusses these topics or have a third-party present to take notes regarding the meeting, with all parties having given consent and are aware of the recording.
2. If discussion with the involved student, faculty, or staff member is not possible or is not effective, the student should discuss the issue with their faculty advisor, specialty coordinator, program director or staff supervisor.
3. If no resolution is reached, the student will be referred to the division assistant dean.
4. If no resolution is reached in the meeting with the division assistant dean the student will be referred to the Associate Dean for Academic Programs (ADAP) to initiate the formal complaint resolution procedure.

Student Formal Complaint Process

1. Students should submit a formal complaint via the form located in the student success software system (Nursing360).
2. The Nursing360 administrator will review the complaint and refer it to the appropriate person by the end of the next university day.

Formal Complaints Regarding Student(s)

1. Once submitted and reviewed, the Associate Dean for Academic Programs (ADAP) will review all formal complaint materials and

schedule a meeting with the student within five university days. Documentation of this meeting will be maintained in the student success software system.

2. If a satisfactory resolution is not made, the student formal complaint will be forwarded to the dean for review, and a meeting will be organized within ten university days. Documentation of this meeting will be maintained in the student success software system.
3. Upon finalization of the complaint matter, all appropriate documentation will be maintained in the student success software system, specifically noting the resolution as well as the completion date. Notification will be sent to the student indicating resolution of the formal complaint.

Formal Complaints Regarding Faculty Member(s)

1. Once submitted and reviewed, the faculty's supervisor will have five university days to review the information and schedule a meeting with the student. Documentation of this meeting will be maintained in the student success software system.
2. If a satisfactory resolution is not made, the student formal complaint will be forwarded to the division assistant dean and the ADAP.
3. The division assistant dean and the Associate Dean for Academic Programs will review all formal complaint materials and schedule a meeting with the student within five university days. Documentation of this meeting will be maintained in the student success software system.
4. If a satisfactory resolution is not made, the student formal complaint will be forwarded to the dean for review, and a meeting will be organized within ten university days. Documentation of this meeting will be maintained in the student success software system.
5. Upon finalization of the complaint matter, all appropriate documentation will be maintained in the student success software system, specifically noting the resolution as well as the completion date. Notification will be sent to the student indicating resolution of the formal complaint.

Formal Complaints Regarding Staff Member(s)

1. Once submitted and reviewed, the corresponding staff supervisor will have five university days to review the information and schedule a meeting with the student. Documentation of this meeting will be maintained in the student success software system.
2. If a satisfactory resolution is not made, the student formal complaint will be forwarded to the Director of Administration and Operations.
3. The Director of Administration and Operations will review all formal complaint materials and schedule a meeting with the student within five university days. Documentation of this meeting will be maintained in the student success software system.
4. If a satisfactory resolution is not made, the student formal complaint will be forwarded to the dean for review and a meeting will be organized within ten university days. Documentation of this meeting will be maintained in the student success software system.
5. Upon finalization of the complaint matter, all appropriate documentation will be maintained in the student success software system, specifically noting the resolution as well as the completion date. Notification will be sent to the student indicating resolution of the formal complaint.