

STUDENT FORMAL COMPLAINTS AND FORMAL GRIEVANCES

UNIVERSITY OF NEBRASKA MEDICAL CENTER COLLEGE OF NURSING

Student Formal Complaints and Formal Grievances

Subsection: 5.1.15

Section 5.0 - Student Policies

Originating Date: June 2024

Responsible Reviewing Agency:
Executive Council

Related Documents:

ANA Code of Ethics

Bylaws of BOR (chapter 5)

University of Nebraska Student Code of Conduct

UNMC Grievance Resolution Procedure

Appendix C1 Formal Complaint Procedure

Appendix C2 Formal Grievance Procedure

Purpose

The College of Nursing (CON) is committed to providing all students with a learning environment that is safe, inclusive, and supportive of academic success. Students can provide formal complaints or formal grievances.

Scope

This policy applies to all students.

Policy

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.

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.

If no resolution is reached, the student will be referred to the division assistant dean.

If that discussion does not resolve the issue, in accordance with the ANA Code of Ethics, Chapter 5 of the Bylaws of the Board of Regents, the University of Nebraska Student Code of Conduct and the UNMC Grievance Resolution Procedure and to ensure the protection of students' rights, students are provided a mechanism to document formal complaints and formal grievances. There will be no retaliation toward any student who files a formal complaint. If the student suspects that retaliation has occurred, the student should file a grievance. Any intentionally false accusations and/or misleading complaints against UNMC faculty, staff or other students will be subject to appropriate disciplinary action.

There are several types of mechanisms available to students depending on the nature of the complaint or grievance.

Title IX: All allegations of sexual harassment, including sexual violence, for which the student wishes the University to officially acknowledge and investigate should be reported to the Title IX Coordinator or the Chief Student Affairs Officer.

Academic Appeal: In conformity with the Bylaws of the Board of Regents of the University of Nebraska, Paragraph 5.3, students shall have the opportunity to appeal the formal evaluation of academic performance listed in the course syllabus and/or learning management systems which they feel has been prejudiced or capricious. For undergraduate students, refer to CON Policy 5.2.19: Undergraduate Student Grade Appeal and Appendix N: Procedures for Handling Undergraduate Student Appeals of Academic Evaluations. For professional graduate students, refer to CON Policy 5.3.12: Professional Graduate Nursing Student Academic Appeal and Appendix W: Professional Graduate Nursing Program Academic Appeals.

Disciplinary Appeal: In conformity with the Bylaws of the Board of Regents of the University of Nebraska, chapter V, Paragraph 5.0, 5.4, and 5.5, and the "UNMC Procedural Rules Relating to Student Discipline," and the "University Code of Conduct", and any subsequent related University of Nebraska UNMC policies or policy revisions, the Undergraduate/ Professional Graduate Disciplinary Appeal Committee shall provide the mechanism for formal student appeal of any charge(s) or disciplinary action brought against the student. This applies to Undergraduate and Professional Graduate students. Ph.D. students will utilize the mechanism provided by the College of Graduate Studies. Refer to CON Policy 5.1.14: Undergraduate/Professional Graduate Student Disciplinary Appeal.

Research Integrity and Misconduct: Issues regarding research integrity and research misconduct are managed through the relevant policy/ procedures by the Research Integrity Officer.

Violations of Federal, State, or Local Laws: Violations of federal, state, or local laws are managed through the relevant policies and procedures by the Office of Compliance and/or departments having oversight over the applicable law/regulation. Contact the UNMC Chief Compliance Officer.

Campus Security and Safety: Campus security and safety issues are managed by the UNMC Campus Security.

Formal Complaints: A formal complaint is a student statement of dissatisfaction usually directed towards a specific student, faculty member or staff member and may be related to program quality or service delivery.

Formal Grievances: According to UNMC policies, a grievance is when faculty or staff demonstrate behavior that violates UNMC student policies or if students encounter conditions that adversely impact their ability to successfully complete their program of study.

Formal Complaints

For student complaints that are not resolved through the initial steps delineated in Appendix C1 Student Complaint Procedure, students should submit the formal complaint via the form in the student success software system using the procedures delineated in Appendix C1 Student Complaint Procedure.

Formal Grievances

For student grievances that are not resolved through the initial steps delineated in Appendix C2 Student Grievance Procedure, students should submit a formal grievance via the form in the student success software system using the procedures delineated in Appendix C2 Student Grievance Procedure.