POLICY: DEPARTMENT OF NURSING PROGRAM COMPLAINTS

POLICY: It is the policy of the department of nursing that complaints specific to the nursing program be addressed through an administrative chain of command beginning with the Director of the Nursing Program.

A “program complaint” is defined by the nursing faculty as a complaint more focused on the nursing program at large and with the following characteristics:

a. The complaint is focused on the nursing program rather than on an individual concern.
b. The complaint potentially involves or affects multiple students.
c. The complaint cannot be resolved through, or is not appropriate for, the University’s Student Code of Conduct and Judicial Procedures process, the Mediation Program or the Academic Integrity Grievance Procedure.
d. The complaint must be submitted in writing to the Director.

PROCEDURE:

1. Students, faculty or staff must submit a program complaint in writing to the Director. Depending upon the nature of the complaint the Director will investigate the complaint and consult with appropriate resource personnel and administrative personnel as necessary.

2. The person issuing the complaint may expect a written response from the Director describing the status of problem resolution within three weeks from the date the complaint was received in the nursing program office.

3. The Director will document all program complaints as required by the Pennsylvania State Board of Nursing and/or the Accreditation Commission for Education in Nursing.