

POLICY TITLE: NON-STUDENT FORMAL COMPLAINTS

Policy

The SON will review all formal complaints received by the school. A formal complaint is defined as a written grievance or allegation by any person or party, other than an employee or student of the UHV SON against a nursing program or a faculty, staff, or student member of the SON, which could result in disciplinary action and which alleges an infraction of UHV, SON, or BON rules, regulations, or policies or an illegal act and the complainant requests a response as to the school's disposition of the matter.

Upon receipt of a formal complaint, the Dean will conduct an initial complaint review and make a determination as to whether to accept the complaint for investigation, refer the complaint to another UHV department or office, or dismiss the complaint without an investigation. The Dean may dismiss a complaint if the allegations are untimely or the complainant fails to provide sufficient information to open an investigation.

The SON will investigate formal complaints filed by non-student constituents if substantial evidence determines a program, faculty, staff, or student is not complying with UHV or SON guidelines, is not meeting professional nursing standards, or accreditation standards.

Once accepted for investigation, non-student complaints are assigned to the appropriate entity. Complaints about specific faculty, staff, or student will be investigated by the Dean or designee. Complaints about a nursing program will be forwarded to the Faculty Council by the Dean or designee.

1. The Dean or designee presents the complaint to the Faculty Council during a regular or special meeting.
2. The Faculty Council analyzes the complaint.
3. If more information is needed in order to recommend a disposition to the complaint, the Dean designates a faculty member to continue the investigation and report back to the Faculty Council.
4. The Faculty Council forwards the recommended disposition to the Dean, who responds to the complainant on behalf of the SON.

Approved by SON Faculty Council, 4/5/2013

Approved by Dean Kathryn Tart _____



Date 6-3-13