



Department of Nursing
Policy #041

Informal and Formal Complaint Policy

Status:	Approved 11.7.17
Effective:	11.7.17
Initiated by:	Bylaws and Policy Committee
Relevant WAC/ Standards/References:	Commission on Collegiate Nursing Education Standard IV-G

Purpose

The Department of Nursing strives to provide an environment of mutual respect, cooperation, fair treatment, stewardship of resources, integrity, and quality education and services. Even with this commitment, problems and concerns may arise. At the University level procedures are available to students and other parties for appealing decisions or policies, addressing concerns, resolving grievances, and dealing with retaliation.

This policy differentiates a complaint from a grievance as follows:

- A complaint is a general expression of dissatisfaction with a situation or the behaviors of other person(s) within the department of nursing – generally a complaint will be able to be managed within the Department of Nursing.
- A grievance is a more specific and serious claim of wrong doing that relates to harassment, discrimination or vilification by person(s) within the Department of Nursing, or external to the Department of Nursing. In some instances a grievance may arise from the outcome of complaint proceedings.

The purpose of the Informal and Formal Complaint policy is to provide direction to situations in which students, faculty and staff in the Department of Nursing wish to resolve an issue unrelated to a grievance or grade appeal.

Students, faculty and staff with a concern are expected to follow established policies and procedures for a filing grievances or grade appeals per Heritage University Current Policies.

Policies and Procedures

1. Informal Complaints: General Informal Complaint Resolution Process

Informal concerns or complaints within the Department of Nursing are addressed in the following general process.

- a. The individual student, faculty or staff member addresses the concern or complaint with the individual student, faculty or staff member related to the concern.
- b. If not resolved, the individual will make an appointment to speak with the Department of Nursing Chair. If the Nursing Department Chair determines that the individual did not

- already do so, the Chair will recommend that the person bringing up the concern or complaint discuss the matter directly with the party(ies) involved and seek resolution to the problem.
- c. If the matter remains unresolved for the person bringing up the concern, or complaint, the Chair will work with the individual experiencing the concern or complaint such to continue the process for seeking a resolution to the problem. If the complaint is against the Chair, the Dean of Arts & Sciences or designee will serve in this role.
 - d. If the matter remains unresolved, the person with the concern or complaint will be referred to the applicable policies and procedures for Heritage University

2. Formal Complaints

Formal complaints within the Department of Nursing are defined as complaints in writing to the Chair of the Department of Nursing after the established informal processes are exhausted and the person believes they have been unfairly treated by or has concerns about Department of Nursing students, faculty, staff, administration, or the department as a whole. Formal complaints must identify the person filing the complaint and his/her role or relationship with the Department of Nursing and include the complainant's contact information, signature, the date, and as much detail as possible about the concern.

Students, faculty, staff or other constituents can file a formal complaint. The document must state that the individual is filing a formal complaint. A copy of the formal complaint will be provided to named individuals if not provided by the complainant.

Documentation of action/resolution in response to the formal complaint will be according to FERPA Student Data Privacy procedures.

A request to withdraw a formal complaint must be submitted in writing and filed with the original complaint if a print or electronic copy is being retained.

The Chair of the Department of Nursing will maintain a summary of the number and type of formal complaints and share relevant information with the Department of Nursing faculty and staff who are charged with review of the issue(s) and with identifying quality improvement activities as appropriate.

Should a consideration be made to file a formal complaint about the program to an accrediting or approving body, the student or other party must follow the criteria established by the agency.

3. Professionalism Policy and Codes of Conduct

In consideration of concerns or formal complaints, the established Heritage University Department of Nursing policy #009 Professionalism and the following professional codes of ethics and conduct (ANA for faculty, ANA and NSNA for students) will apply as a guide for determination of appropriate conduct of faculty, administration, and nursing students.

- *American Nurses Association's Code of Ethics for Nurses with Interpretive Statements (2015)*
- *Code of Ethics: Part II Code of Academic and Clinical Conduct and Interpretive Statements (2017)* from the National Student Nurses' Association

Related Policies

Grievances and Procedures
Student Grievance Procedure
Heritage University Academic Integrity Policy
(reference the policies)

Policy #041
Title: Informal and Formal Complaint Policy

Grade Appeal Process
Grade Appeal Policy

Policy Reviewers

Proposed revisions of this policy should be reviewed by:

1. Department of Nursing Chair
2. Nursing Faculty Assembly
3. Policy & Bylaws Committee

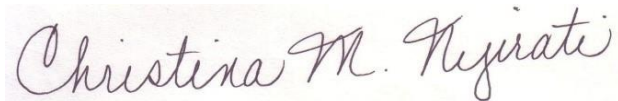
Forms

Heritage University Department of Nursing Formal Complaint Form

References

American Nurses Association. (2015). *Code of ethics for nurses with interpretive statements*. Silver Spring, MD: American Nurses Association. Retrieved from <http://www.nursingworld.org/Code-of-Ethics>

National Student Nurses Association. (2017). *Code of academic and clinical conduct*. Retrieved from <https://www.dropbox.com/s/a229ong58d5jx4p/Code%20of%20Ethics.pdf?dl=0>



Signature: _____

Heritage University Department of Nursing Formal Complaint Form

Name: _____

Date: _____

E-mail Address: _____

Phone (day) : _____

Relationship to HU Department of Nursing:

- | | |
|--------------------------------------|----------------------------------|
| <input type="checkbox"/> Student | <input type="checkbox"/> Faculty |
| <input type="checkbox"/> Non-student | <input type="checkbox"/> Staff |

Type of complaint:

- Academic
 Non-academic

Describe the nature of your complaint. Be factual. Include names, dates, and other specific information. Use reverse side if necessary.

Describe actions you have taken to resolve the issue, e.g., discussed concern with instructor. Use reverse side if necessary.

The information given in this formal complaint is true and accurate to the best of my knowledge. Signing this form confirms that a formal complaint has been filed with the Heritage University Department of Nursing.

Student signature: _____ Date: _____

Received by the Chair of the Department of Nursing by: _____ (Print Name)

Signed: _____ Date Received: _____