

## CONEMAUGH SCHOOL OF NURSING AND ALLIED HEALTH PROGRAMS POLICY AND PROCEDURE

**SUBJECT:** Non-Academic Grievance Policy

- I. **POLICY:** The Conemaugh School of Nursing is committed to providing a fair, respectful, and inclusive environment. Individuals who have concerns or complaints regarding non-academic matters including but not limited to workplace conduct, discrimination, harassment, facilities, services, administrative processes, or other operational issues are encouraged to raise their concerns through the established grievance procedures.

All non-academic grievances will be reviewed promptly, impartially, and confidentially to the extent possible. Retaliation against any individual who submits a grievance or participates in a grievance review is strictly prohibited. The organization will make reasonable efforts to resolve grievances in a timely and equitable manner.

- II. **PURPOSE:** The Purpose of this policy is to provide nursing students with a fair, consistent, and timely process to address and resolve complaints related to academic or clinical experiences within the nursing program. A grievance is a formal complaint filed by a nursing student alleging unfair treatment, improper application of policies, discrimination, harassment, or other actions that negatively impact the student's academic or clinical progress. ***This policy does not apply to general academic appeals. Refer to [Academic Appeal for Serious Complaints Policy](#).***

- III. **SCOPE:** This policy applies to all concerns involving:

- Faculty or staff conduct
- Clinical placement or supervision issue
- Violations of program policies and procedures.

- IV. **PROCEDURE:** To ensure a prompt resolution, each step must be completed in sequence with strict adherence to time limits. Failure to do so will result in dismissal of the grievance. The grievant has the option of discontinuing the proceeding at any stage of the procedure.

**A. Informal Resolution**

1. Discuss the incident with individual(s) directly involved within three (3) school days of the incident.
2. If the grievance remains unresolved, the grievant and involved individual(s) may meet with the Associate Director, School of Nursing, within two (2) school days of the above interaction.
3. If the grievance remains unresolved, the grievant may follow the formal phase of the procedure.

**B. Formal Grievance Submission**

If the grievance is not resolved in the informal phase, the student may submit a written grievance to the Director, School of Nursing, within one (1) school day of the attempted resolution. The Student Grievance form is located in the Appendix of the Student Guide. The student is to complete the form electronically in its entirety with all questions addressed. Once the form is completed, the student is to email the form to the Director of the School of Nursing.

**C. Review Process**

The Director will acknowledge receipt within three (3) school days. An investigation will be conducted, which may include interviews and document review. A Grievance Review Committee may be convened if necessary. The Grievance Review Committee will consist of the Director, School of Nursing and at least two (2) other Directors within the Conemaugh Allied Health Programs.

**D. Decision and Notification**

A written decision will be issued within fifteen (15) school days of receiving the formal grievance. The decision will include findings and any corrective actions, if applicable.

**E. Appeal Process**

If the party involved is dissatisfied with the outcome, they may file an appeal within five (5) school days to the Chief Nursing Officer or an authorized designee. The grievant must adhere to the decision of the Director or Grievance Committee until the Chief Nursing Officer or designee issues a ruling, which will occur within one (1) week of the original decision. The determination made on appeal is final.

***Confidentiality:*** All grievance proceedings will be handled with confidentiality to the extent possible, consistent with a thorough investigation.

***Non-Retaliation:*** Retaliation against any student filing a grievance is strictly prohibited and may result in disciplinary action.

***Record Keeping:*** All grievance records will be maintained by the nursing program in accordance with institutional policies.

**GRIEVANCE STATEMENT FROM THE US DEPARTMENT OF EDUCATION**

**Conemaugh School of Nursing**

Conemaugh is required by U.S. Department of Education regulations to provide its students and prospective students with contact information for any relevant state official or agency that would appropriately handle a student's complaint about Conemaugh's education programs. Students are encouraged to utilize Conemaugh's internal complaint policies and procedures prior to filing a complaint with the Commonwealth of Pennsylvania. If a concern cannot be addressed through internal processes, students or prospective students may file a complaint with the Pennsylvania Attorney General's Bureau of Consumer Protection (16th Floor, Strawberry Square, Harrisburg, PA 17120). Information about the Bureau of Consumer Protection's process for submitting consumer complaints is available at <http://www.attorneygeneral.gov/complaints.aspx?id=451> or by calling 800-441-2555.

**REFERENCED AND RELATED POLICIES:**

Academic Appeal for Serious Complaints Policy

**Reviewed/Revised: 6/26**

**Originated Date: 5/96**

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