



## LSSU School of Nursing

### Student Complaint and Grievance Policy

*\*If a concern is in regards to Grading, refer to University Grade Appeal Policy*

Students with complaints and/or issues (ie. any student who feels he/she has not received fair and/or just treatment) are directed to follow the Chain of Command to seek resolution:

#### Academic/Course Specific Issues

1. Student will discuss concerns to the first person of interest. *\*Example: Course Instructor*
2. If unresolved, student will schedule an appointment with Academic Advisor to discuss complaints in order to formulate a plan of action.
3. If complaints are unresolved after a discussion with the Academic Advisor, person of interest, the student will begin **Grievance Petition Form**.
4. Student will submit **Grievance Petition Form** to the Dean of College Health and Behavior. Upon receipt, the Dean will review the grievance and make a decision within seven (7) business days of receiving the grievance.
  - a. The Grievant will be notified in writing and an email of the decision within five (5) business days.
5. Initiate meeting with the Dean.
  - a. If unresolved, after following the Chain of Command, the student will submit a *formal, written, signed and dated* **STATEMENT OF COMPLAINT** within seven (7) business days of occurrence to the Dean.
6. Complete Grievance Process Record of Action
  - a. Grievance Process Record of Action will be kept in secured and confidential location under department server drive of School of Nursing
7. If unresolved, consult Provost Office for University Grievance Process.