

Student Complaint/Grievance Policy

St. Joseph School of Nursing (SJSON) is committed to deliver the highest quality of education and to adhere to the educational standards set forth by our governing bodies in the delivery of nursing education.

The Student Complaint and Grievance policy provides guidance under which investigations of complaints and grievances will be carried out to ensure objective and timely responses to students.

All students have the right to submit a verbal or written complaint to the faculty or administration of SJSON and have the right to a timely response.

1. Complaint Procedure:

- a. A student may initiate the informal process of a complaint by bringing the concern to a faculty member, their advisor, or a representative of the administration.
- b. A student may convey the concern verbally or in writing.
- c. Action taken by the faculty or administration will be reported to the student. The faculty member may refer the complaint to the appropriate committee for resolution.
- d. If satisfactory resolution has not been achieved, the student may bring the concern to the Dean.
- e. The faculty member, advisor, or representative of administration will document the complaint and forward the complaint and action to the appropriate committee for information if it has not already been submitted.

2. Grievance Procedure:

- a. All grievances must be in writing and submitted to the Dean.
- b. In order for the grievance to be processed, the grievance must contain the following:
 - i. The basis for the grievance regarding program or accreditation standards, or allegation of noncompliance with any state or federal law.
 - ii. All relevant names and dates and a brief description of actions forming the basis of the grievance.
 - iii. Copies of any documents or materials that support the grievance.
- c. The Dean (or if unavailable, the Associate Dean) will acknowledge the receipt of the grievance in writing within three (3) business days.
- d. The Dean will conduct an initial review of the grievance within ten (10) business days to determine whether the grievance sets forth reasonable information on which an investigation is warranted.
- e. All grievances must be resolved within fourteen (14) business days of the initial review. If a grievance is complicated and more time is needed for resolution, the Dean will inform the student in writing.
- f. A written response from the Dean will be sent to the student indicating the steps taken to investigate the grievance, the results of the review and date of completion.
- g. If a student is dissatisfied with the resolution, or feels that the school has not adequately addressed the grievance, they may address the grievance with the following agencies:

All students:

Accrediting Commission of Career Schools and Colleges (ACCSC)

2101 Wilson Boulevard, Suite 302

Arlington, Virginia 22201

703-247-4212

<https://www.accsc.org>

Accreditation Commission for Education in Nursing (ACEN)

3390 Peachtree Road NE, Suite 1400

Atlanta, GA 30326

404-975-5000

<https://www.acenursing.org>

New Hampshire Department of Education

Higher Education Commission

101 Pleasant Street

Concord, NH 03301

603-271-3494

<https://www.education.nh.gov/who-we-are/higher-education-commission>

Office of Professional Licensure & Certification

7 Eagle Square

Concord, NH 03301

603-271-2152

<https://www.oplc.nh.gov/new-hampshire-board-nursing>

3. Student Complaint Procedure – ACCSC

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure

And operational plan for handling student complaints. If a student does not feel that the school had adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission.

Please direct all inquiries to:

Accrediting Commission of Career Schools & Colleges

2101 Wilson Boulevard, Suite 302

Arlington, VA 22201

(703) 247-4212

www.accsc.org | complaints@accsc.org

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting complaints@accsc.org or at <https://www.accsc.org/Student-Corner/Complaints.aspx>

Written documents related to the grievance will be kept on file and will be provided to regulatory agents and accrediting bodies as mandated.

4. Definitions

- a. **Complaint** (considered informal) – a verbal expression of dissatisfaction with some aspect related to the education program that is addressed immediately and resolved by faculty or administration.
- b. **Grievance** (considered formal) – a written expression of dissatisfaction with some aspect of the education program that has not been resolved to the student's satisfaction by the faculty or administration.
- c. **Resolution** – a grievance is considered resolved when the investigation has been completed and the findings and resolution have been communicated to the student(s).

5. Student Complaint Procedure – ACEN

- 1. Complaints must be submitted using one of the following two methods:
 - a. Complete the online form and include supporting documentation located here: <https://acenursing.atlassian.net/servicedesk/customer/portal/30>, OR
 - b. Email a copy of the completed Complaint Form and supporting documentation to: complaints@acenursing.org
- 2. ACEN will not accept complaints via telephone.
- 3. The ACEN will not review or act upon unsubstantiated anonymous complaints.
- 4. The ACEN will not review or act upon complaints submitted by an individual or agency on behalf of another individual. For example, the ACEN will not review or act upon complaints from a parent, spouse, child, sibling, coworker, friend or attorney of a complainant.
- 5. The ACEN must be the original intended recipient of the complaint. The ACEN will not review or act upon complaints that are forwarded to the ACEN.
- 6. All complaints must be submitted in English.