



## Policy and Procedure

**Policy Name:** Student Complaints and Grievances

**Responsible office:** Administration  
**Approved by:** C. Wynd  
**Issued:** 8/10/2015  
**Revisions:** 7/1/2016  
**Current Version Posted:** 7/5/2016

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## Policy and Procedure

- I. Mount Carmel College of Nursing has a formal process for addressing and resolving student complaints and grievances emerging from alleged violations of College policies, procedures, or established practices on the part of a College faculty member, staff member, or department.
- II. When registering complaints, students must follow appropriate procedures. If a student has any questions about the proper procedure to follow, they may contact the Mount Carmel College of Nursing Compliance Officer at 614-234-5021 or [compliance@mccn.edu](mailto:compliance@mccn.edu).
- III. The College seeks to resolve complaints and grievances in a timely manner. Each complaint or grievance generally requires some level of investigation, fact-finding, and deliberation. Thus, timeframes for resolving complaints can vary depending upon the nature and extent of the complaint or grievance.
- IV. This policy addresses student complaints and grievances not otherwise covered by another College policy or procedure. Guidance and procedures for complaints covered by other policies are described and listed below:
  - **Academic and Professional Misconduct:** Procedures outlined in the [Academic and Professional Misconduct section](#) of the current Undergraduate or Graduate Student Catalog-Handbook will be followed.
  - **Disability or Accommodations for Students with Disabilities:** Procedures outlined in the [Academic Adjustments and](#)



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[Accommodations for Students with Disabilities Policy](#) will be followed.

- **Discipline for Violations of Codes of Conduct or Laws:** Procedures outlined in the [Student Conduct section](#) of the current Undergraduate or Graduate Student Handbook will be followed.
- **Grades or Evaluations of Academic Performance:** Procedures outlined in the [Academic Appeals section](#) of the current Undergraduate or Graduate Student Catalog-Handbook will be followed.
- **Sexual Harassment or Gender Discrimination:** Procedures outlined in the College's [Title IX Policy](#) and/or [Anti-Harassment and Anti-Discrimination Policy](#) will be followed.

V. **Informal Resolution:** Students are encouraged to address complaints and grievances directly with the involved faculty or staff member. Faculty and staff are also encouraged to resolve complaints through this process, whenever possible. The general procedure to be followed:

- a. Students should request a meeting with the involved faculty or staff member, either in person or via telephone. If this discussion does not result in resolution of the student's concern, the student may request a meeting with next most senior supervisor or administrator responsible for the area or program involved.
- For example, for a non-academic issue not resolved through a discussion with the involved faculty member, the student may next contact the Associate Dean who oversees the student's educational program. If the student's complaint or concern is not resolved at this



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level, students may then submit a written request using the MCCN [Student Complaint or Grievance electronic form](#). This will initiate the Formal Resolution process outlined below.

- VI. **Formal Resolution:** When student complaints or grievances have not been resolved through informal methods, a Formal Resolution process is available. Formal complaints are submitted electronically using the [Student Complaint or Grievance electronic form](#), or can be submitted in writing directly to the College Administration office located on the first floor of the CLE Building of the Main Campus.
- VII. **Formal Resolution Process:** All students complaints and grievances submitted for Formal Resolution will follow this process:
- a. **Step 1:** The written complaint will be forwarded to the most senior leader/administrator who oversees the area identified by the student from the written complaint. If the complaint or grievance is directed at the leader to whom the complaint would normally be forwarded, the complaint will be handled by the following individuals, in order: 1) Compliance Officer, 2) Director, Institutional Effectiveness, and 3) Academic Dean. Once received, the leader/administrator will investigate the student's complaint by speaking with the student, communicating with others involved in the complaint, and by gathering other information and data as necessary. Except in extraordinary circumstances, a written response will be provided to the student (either directly in person or via email) within fourteen (14) calendar days from the date of the complaint. If additional time is needed, the leader/administrator will notify the student of this within the same period noted above.



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- b. **Step 2:** If the complaint is not resolved to the student's satisfaction at the conclusion of Step 1, the student has fourteen (14) calendar days from receipt of the Step 1 written response to appeal directly to the leader/administrator issuing the response from Step 1. This appeal should specify the reasons for the appeal and any rationale or evidence in support of the appeal request. The appeal must be submitted in writing, either via email or on printed paper (and signed by the student). Except in extraordinary circumstances, the leader/administrator then has fourteen (14) calendar days to respond to the Step 2 appeal. If additional time is needed, the leader/administrator will notify the student of this within the same period noted above.
- c. **Step 3:** If after Step 2 the student is still unsatisfied with the resolution to their complaint or grievance, the student has fourteen (14) calendar days from receipt of the Step 2 written response to appeal directly to the Academic Dean or the President only if the complaint/grievance or appeal has already been reviewed by the Academic Dean. Except in extraordinary circumstances, within fourteen (14) calendar days from receipt of the student's Step 3 appeal, the President or Academic Dean will issue a decision. The President's or Academic Dean's decision is final and not subject to further appeal.
- VIII. **Recording of Complaints:** The College will keep a record of complaints (and the resolutions) submitted for Formal Resolution, as required by law and regulation. This record is kept on file in the President's Office.



MOUNT CARMEL  
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### **Resources**

[MCCN Undergraduate and Graduate Student Catalog-Handbook](#)