


Joseph F. McCloskey
School of Nursing



Date: 6/2024	Non-Academic Grievance #203	Pages: 1 of 3
Reviewed: 6/22 6/23 6/24	 Tina Vanburen, DNP, MSN, RN, CNS Director, School of Nursing	Faculty Affairs Committee

PURPOSE

The purpose of this policy is to provide students the opportunity for objective review of facts and events pertinent to the underlying circumstances of the non-academic grievance. This process provides students with a system by which to grieve complaints relating to non-academic policies and procedures.

SCOPE

Students enrolled at Joseph F. McCloskey School of Nursing Lehigh Valley Hospital-Schuylkill (JFMSON).

DEFINITIONS

Non-Academic Grievance – A non-academic grievance is defined as a written formal assertion that a student believes that he/she has been dealt with arbitrarily, differently or in ways which violate established laws, rules, procedures, or past practices by the school/program. Non-academic grievances generally do not relate directly to grades in the academic or clinical settings, course failures related to not meeting requirements on course syllabi, (such as attendance). A non-academic grievance may be related to discipline related to a school policy (examples such as discipline or dismissal due to failure to follow a school conduct or confidentiality policy)

Burden of Proof - The “burden of proof” shall be upon the student such that the student challenging the decision or action has the burden of supplying evidence that proves the action or decision was incorrect. In considering grievances, decisions will be based on the preponderance of the evidence.

School Days - refers to Monday through Friday

Grievant – the student filing a grievance.

POLICY

Step 1 - Informal Level

Should a grievance arise, the student shall first attempt to resolve the problem by discussing the issue with the involved parties within five school days of the occurrence. The student should follow the chain of command throughout the process, and if unable to resolve with appropriate member they should schedule an appointment with the School of Nursing Director. If the student feels that this process has still not resolved the issue, or if the School of Nursing Director is named in the grievance, then a formal non-academic grievance may be submitted.

Step 2 - Formal Level

1. If the grievance is not settled in Step 1. The student shall submit a written grievance to faculty member responsible for the course within five school days from the time of the discovery of the occurrence. The written grievance must include a description as to why the effort in Step 1 did not achieve a satisfactory resolution.
2. The JFMSON Director (or designee) names the Non-Academic Grievance Committee members. Membership of the Non-Academic Grievance Committee shall be constituted as follows:
 - a. Three (3) faculty members and two (2) students shall be selected from the School by the JFMSON Director.
 - b. Wherever practical, the Committee shall include neither members of the faculty nor students directly involved with the grievance. However, if requested by the program, committee, or participants, faculty and students from the program involved with the grievance may provide expert or other relevant information in the proceedings.
 - c. The School of Nursing Director will appoint a Committee Chairperson from among the three faculty members appointed to the committee.
 - d. If for any reason, any party involved in the grievance believes a conflict of interest exists with any of the individuals named to the grievance committee, the party has the right to request individuals who may more objectively render a decision.
3. The JFMSON Director shall send a copy of the filed grievance form to the chairperson of the committee for review.
4. The Committee will:
 - a. Attempt to conduct a grievance meeting within five school days to review the complaint. Note: If the grievance is initiated at the time of semester break, the committee may be postponed until the first 2 weeks of the new semester when faculty and students are available.
 - b. Sign the grievance form when the material is reviewed.
 - c. Schedule a meeting with the individuals involved in the grievance (see process below).
 - d. Have the authority to investigate the circumstances surrounding the grievance.
 - e. Maintain official written records of the proceedings (Chairperson)
 - f. Maintain confidentiality related to the complaint.

5. The written record of the grievance and meeting(s) will be stored in the student's file. All official documentation of the non-academic grievance process shall be made accessible to both parties.

REVIEW and APPROVAL: Student Affairs Committee