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POLICY TITLE: NON-STUDENT FORMAL COMPLAINTS

The Andy and Barbara Gessner College of Nursing will review all formal complaints received by the college. A formal complaint is defined as a written grievance or allegation by any person or party, other than an employee or student of the college against a nursing program or a faculty, staff, or student member of the college, which could result in disciplinary action and which alleges an infraction of UH, Gessner College of Nursing, or BON rules, regulations, or policies or an illegal act and the complainant requests a response as to the college's disposition of the matter.

Upon receipt of a formal complaint, the Dean will conduct an initial complaint review and make a determination as to whether to accept the complaint for investigation, refer the complaint to another UH department or office, or dismiss the complaint without an investigation. The Dean may dismiss a complaint if the allegations are untimely, or if the complainant fails to provide sufficient information to open an investigation.

The Gessner College of Nursing will investigate formal complaints filed by non-student constituents if substantial evidence determines a program, faculty, staff, or student is not complying with UH or Gessner College of Nursing guidelines, is not meeting professional nursing standards, or accreditation standards.

Once accepted for investigation, non-student complaints are assigned to the appropriate entity. Complaints about specific faculty, staff, or student will be investigated by the Dean or designee. Complaints about a nursing program will be forwarded to the Faculty Council by the Dean or designee in the process below:

1. The Dean or designee presents the complaint to the Faculty Council during a regular or special meeting.
2. The Faculty Council analyzes the complaint.
3. If more information is needed to recommend a disposition to the complaint, the Dean designates a faculty member to continue the investigation and report back to the Faculty Council.
4. The Faculty Council forwards the recommended disposition to the Dean, who responds to the complainant on behalf of the Gessner College of Nursing.

Approved by Gessner College of Nursing Faculty Council: 03/01/2024

Approved by Dean Kathryn Tart: 04/18/2024