S-1: STUDENT GRIEVANCE PROCESS

POLICY: The School of Nursing (SON) will utilize a grievance process to address and resolve student concerns.

RATIONALE: Equity and justice are important values of the nursing profession. In order to ensure that these values are implemented within the SON, a process is needed to ensure that student grievances are dealt with in a professional, equitable and just manner. Equity and justice are rights of both the student and faculty. This policy was developed to ensure that all concerns are given appropriate attention and consideration.

PROCEDURE:
Any situation in which a student alleges that a SON administrative or academic policy is faulty or its application has resulted in unfair treatment is considered grievable. The burden of proof to establish a case for a hearing rests with the student.

In the event a student of the SON believes he or she has been discriminated against on the basis of sex, race, religion, age, handicap, or national origin, the student is advised to contact the University Office of Diversity Initiatives. Further procedures will be initiated through the University Affirmative Action Office. In the event a student wishes to appeal a grade (theory and/or clinical), the student is advised to contact Faculty Senate. For matters of academic dishonesty and/or harassment, the student is advised to contact the Office of Student Conduct.

I. Grievance Procedure
   A. Informal procedure: The informal procedure will be instituted within thirty (30) SON business days. The student will use the Grievance Resolution Form I (Attachment #1) to document all events. Forms are available in the SON office. The Faculty Advisor may be consulted by the student, faculty member(s), or administrator(s) during any phase of the informal process. The student must consult the Student’s Faculty Advisor no later than Step 2 for grievances involving an administrator(s) or Step 3 for grievances involving a faculty member(s).
   1. If the complaint involves a faculty member(s):
      a. (Step 1) The student will try to arrive at an acceptable resolution of the grievance with the faculty member(s) in question.
      b. (Step 2) If no acceptable resolution is reached in Step 1, the student will meet with both the faculty member(s) and the course coordinator, if applicable.
      c. (Step 3) If no acceptable resolution is reached in Step 2, the student in consultation with the Student’s Faculty Advisor will meet with the faculty member(s), the appropriate Program Coordinator and Associate Dean for Academic Affairs.
d. (Step 5) If no acceptable resolution is reached in Step 4, the student may institute a formal grievance in consultation with the Student’s Faculty Advisor.

2. If the complaint involves an administrator(s):
   a. (Step 1) The student will try to arrive at an acceptable resolution of the grievance with the faculty administrator(s) in question.
   b. (Step 2) If no acceptable resolution is reached in Step 1, the student Faculty Advisor will meet with the administrator(s) and the Chair of the Student Affairs Council (SAC).
   c. (Step 3) If no acceptable resolution is reached in Step 2, the student and Faculty Advisor will meet with two non-administrator members of the SON Faculty, the Chair of the Student Affairs Council, and the involved Administrator.
   d. (Step 4) If no acceptable resolution is reached in Step 3, the student may institute a formal grievance in consultation with the Faculty Advisor.

3. If the complaint involves a policy (ies):
   (Grievance petitions sent directly to SAC including, but not limited to pre-nursing and dual failures)
   a. (Step 1) The student files the petition, including the petition form and a letter of explanation (see Attachment 2).
   b. (Step 2) The petition is sent to the SAC Chair. If the petition pertains to a Pre-Nursing course or policy (all prerequisite courses and NURS 100 through 200 courses), it must be submitted through the Health Sciences Advising Center. If the petition pertains to a nursing course (NURS 300 or higher), it must be submitted to the main nursing office.
   c. (Step 3) The SAC chair determines the time sensitivity of the petition
   d. (Step 4) The SAC Chair shall send out time sensitive materials to the committee members immediately for review.
      1. Committee members shall reply directly to the SAC Chair within 72 hours with decision.
      2. If committee members have a conflict with the individual student (e.g., prior faculty or current faculty), then they are excused from the committee.
      3. SAC Chair then writes petitioner with the final decision.
   e. (Step 5) If not time sensitive, then petitions will be discussed at monthly SAC meeting.
      1. Members make final decision regarding the petition.
      2. SAC Chair provides written notification of decision.

B. Formal procedure
   1. (Step 1) Upon receiving the Grievance Resolution Form I, the Associate Dean for Academic Affairs shall determine whether the grievance is of a nature as to warrant a hearing. The SON Associate Dean for Academic Affairs and/or the Associate Dean for Faculty Affairs will initiate use of Grievance Resolution Form II (Formal Procedure) (Attachment #3).
2. (Step 2) If it is determined that a hearing shall be held, the Associate Dean for Academic Affairs will notify the Chair of the Student Affairs Council who will notify the student, hereafter known as the complainant, and faculty member(s) or administrator(s) now referred to as respondent(s).

3. (Step 3) The Grievance Committee will meet within five (5) SON business days (Note: SON business days do not include assigned faculty break days) of notification to determine the meeting time and place for the hearing, and set up time lines for submission of further documentation and supporting evidence including witness lists by both the complainant and respondent(s).

4. (Step 4) The hearing will be held during a school day at the SON building and will be scheduled within ten (10) SON business days of notification of parties in Step 2.

5. (Step 5) The Secretary of the Grievance Committee will notify all parties of the hearing; when and where it will be held; deadline for submission of supporting documents and evidence including names of witnesses; a list of the Grievance Committee members; and when the complainant, respondent(s), and Grievance Committee members may obtain copies of all materials.

6. (Step 6) The complainant and the respondent(s) must submit to the Secretary of the Grievance Committee all documents and supporting evidence, name of advisor, and names of witnesses five (5) SON business days prior to the hearing.

7. (Step 7) The Secretary of the Grievance Committee will have available all materials three (3) SON business days prior to the hearing. All parties are responsible for obtaining all materials from the Secretary of the Grievance Committee or her designate.

II. Grievance Committee: The Grievance Committee is a Subcommittee of the Student Affairs Council (SAC). The Committee consists of five (5) members of the SAC and four (4) student representatives elected to serve on the committee by their class members. One representative will represent each of the levels 2 – 4 of the undergraduate program and one graduate student. The chairperson of the committee shall be the chair of the SAC and will vote only on committee actions that are tied. A secretary will also serve on the committee to record the proceedings. The secretary will not have voting privileges. The secretary shall be a member of the SON staff.

III. Hearing Process
   A. Audio recording will be permitted during the hearing, but not during discussion by faculty.
   B. Participation is to be limited to the:
      1. Nine (9) committee members, five (5) faculty and four (4) students. Quorum is set at six (6) members, at least three (3) voting faculty and two (2) students, in addition to the Chairperson and non-voting secretary.
      2. Complainant
      3. Respondent(s)
      4. One advisor for the Complainant and one advisor for each Respondent. Advisors must be an UNLV employee or student, not legal counsel.
      5. Witnesses
C. When a grievance is filed by a group, only one person may be designated by the aggrieved group as the spokesperson and be present at the hearing. Other members of the group may be witnesses. The grievance hearing is not a court of law, so flexibility will be utilized at the discretion of the committee. The Chairperson of the Grievance Committee is responsible for the hearing and that the hearing procedures are properly carried out.

IV. Formal Hearing Process
A. The Chairperson of the Grievance Committee will convene the meeting.
B. The Chairperson will ask the Secretary of the Grievance Committee to read the grievance.
C. The student advisor is a non-participating individual who is present solely to support the student and has a non-speaking/non-participatory role with the panel.
D. The complainant may make statements relevant to the grievance and/or present evidence.
E. Questions from the Grievance Committee members and the Respondent(s) may be directed to the complainant.
F. The Respondent(s) may make statements relevant to the grievance and or present evidence.
G. Questions from the Grievance Committee members and the Complainant may be directed to the Respondent(s).
H. Witnesses are called individually in the order designated by the complainant, and then in the order designated by the Respondent(s).
I. Witnesses will wait in a separate but accessible area until they are called before the Grievance Committee.
J. The Grievance Committee may call witnesses not designated by the Complainant or Respondent(s).
K. Grievance Committee members and both parties may question witnesses if desired.
L. The Grievance Committee will determine when a reasonable number of witnesses for both sides have been heard.
M. Summary statements may be made by the Complainant and the Respondent(s).
N. The Grievance Committee will go into Executive Session for its deliberations.
O. The committee will reach a decision by a majority ballot vote. The vote will be recorded in the minutes.
P. Both parties will be asked to return to hear the committee's findings and decision(s).
Q. A written report of the committee's findings and decision(s) will be sent to both parties, and the Associate Dean for Academic Affairs of the SON, by the Secretary of the Grievance Committee within two (2) SON business days indicating the route of appeal.
R. The complainant and/or respondent(s) may appeal the decision(s) of the Grievance Committee to the Associate Dean for Academic Affairs of the SON or the person acting in that position. An appeal may be initiated by filing a written notice of appeal with the Associate Dean for Academic Affairs of the SON, including a memorandum stating the grounds for the appeal(s), within seven (7) SON business days after the date of the written findings and decision(s) of the Grievance Committee is received.

V. Failure to appear
A. Failure of the Complainant to appear at the hearing implies that the grievance is withdrawn and the hearing will be dismissed.
B. Failure of the Respondent(s) to appear implies that he/she does not wish to speak and the hearing will continue in his/her absence.

VI. Record of the Hearing: A record of the vote and one copy of all material, including Grievance Resolution Forms I and II, introduced into evidence will be sealed and kept in the office of the Associate Dean for Academic Affairs of the SON for at least five (5) years. These will be submitted by the Secretary and Chairperson of the Grievance Committee. All materials introduced into evidence will be confidential and used only under legal compulsion in the civil court proceedings. All other materials will be immediately destroyed by the Secretary of the Grievance Committee.

Approved by Student Affairs Council: 7/21/08; 4/14/13; 6/8/15; 8/3/15; 2/8/16
Approved by Faculty Organization 8/04/08; 3/18/13, 8/17/2015; 2/22/16
Approved by Dean: 8/04/08, 8/17/2015; 2/22/16
If you believe you have been discriminated against on the basis of sex, race, religion, age, handicap, or national origin, immediately contact the University Diversity Initiatives Office. This is not a grievance within the School of Nursing.

This form is to be completed by the student who alleges that a School of Nursing administrative or academic policy is faulty or who alleges unfair treatment in the School of Nursing.

(Please Print or Type)

Name: ____________________________________

Home Address: __________________________________________________________

    Number    Street    Apt. No.

City                             State                            Zip Code

Campus Address: __________________________________________________________

Campus Phone: ________________________ Home Phone: _______________________

Alleged unfair treatment took place on or about: ______________________________________

Describe in detail the alleged administrative or academic policy that is faulty or how its application has resulted in unfair treatment. (List name of policy, page numbers, and title of document in question.) Also, state what would be an acceptable resolution to this problem.
INFORMAL RESOLUTION PROCEDURE IF COMPLAINT INVOLVES FACULTY MEMBER(S):

**Step 1**  Meeting with faculty member(s)

Date: ___________________________  _________________________ Faculty Member

________________________  Faculty Member

________________________  Student

________________________  Student’s Faculty Advisor
(optional)

Outcome of meeting:

____________________________________________________________________

____________________________________________________________________

____________________________________________________________________

**Step 2**  Meeting with the course coordinator and faculty members(s)

Signature of those present:

Date: ___________________________  _________________________ Faculty Member

________________________  Faculty Member

________________________  Course Facilitator

________________________  Student

________________________  Student’s Faculty Advisor (optional)
Outcome of meeting:

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________
**Step 3**  Meeting with the Academic Coordinator and faculty member(s):

**Signature of those present:**

Date: ___________________________  ________________________ Faculty Member

_______________________ Faculty Member

_______________________ Academic Coordinator

_______________________ Student

_______________________ Student’s Faculty Advisor (required)

Outcome of meeting:

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

**Step 4**  Meeting with the School of Nursing Chair of the Student Affairs Council and faculty member(s):

**Signature of those present:**

Date: ___________________________  ________________________ Faculty Member

_______________________ Faculty Member

_______________________ Chair of Student Affairs

_______________________ Student

_______________________ Student’s Faculty Advisor (required)
Outcome of meeting:

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________
Step 5 Initiation of Formal Grievance

A. By filing this grievance, I grant the right to share all pertinent data with the Associate Dean for Academic Affairs of the School of Nursing, the Grievance Committee members, and respondent(s), and waive my rights under the Family Education Rights and Privacy Act of 1974.

Signed: _______________________________________________

Complainant

Date: _________________________________________________

B. After consultation with the Student’s Faculty Advisor, this entire completed Grievance Resolution Form I will be submitted to the Associate Dean for Academic Affairs of the School of Nursing.
INFORMAL RESOLUTION PROCEDURE IF COMPLAINT INVOLVES ADMINISTRATOR(S):

**Step 1** Meeting with faculty administrator(s)

Date: __________________________

**Signature of those present:**

_________________________ Administrator

_________________________ Administrator

_________________________ Student

_________________________ Student’s Faculty Advisor (optional)

Outcome of meeting:

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

**Step 2** Meeting with Administrator(s) and Chair of the Student Affairs Council:

**Signature of those present:**

Date: __________________________

_________________________ Administrator

_________________________ Administrator

_________________________ Chair of Student Affairs Council

_________________________ Student

_________________________ Student’s Faculty Advisor (optional)
Outcome of meeting:

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________
**Step 3** Meeting with Administrator(s), Associate Dean for Academic Affairs of the SON, and Chairperson of Faculty Affairs Council.

**Signature of those present:**

Date: __________________ Administrator

_______________________ Administrator

_______________________ SON Associate Dean for Academic Affairs

_______________________ Chair of FAC

_______________________ Student

_______________________ Student’s Faculty Advisor (required)

Outcome of meeting:

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

**Step 4** Initiation of Formal Grievance

B. By filing this grievance, I grant the right to share all pertinent data with the Associate Dean for Academic Affairs of the School of Nursing, the Grievance Committee members, and respondent(s), and waive my rights under the Family Education Rights and Privacy Act of 1974.

Signed: ____________________________________________

Complainant

Date: ____________________________________________
B. After consultation with the Student’s Faculty Advisor, this entire completed Grievance Resolution Form I will be submitted to the Associate Dean for Academic Affairs of the School of Nursing.
Please be advised that you will be notified regarding the Committee’s decision in reference to your Student Affairs Council Petition for the School of Nursing. Your petition is internal and therefore will not be returned but kept in your file.

Student Signature: _____________________________ Date: ____________

**Student Information**

Name: ___________________________        Current email address: ___________________________
Current Address: ___________________________ Phone: (Home) ___________________________

OFFICE USE ONLY

☐ Received in Advising Center
    Date: ________ Initial: ________ ☐ Received by Committee
☐ Received in School of Nursing
    Date: ________ Initial: ________

**Action taken by Committee**

☐ Student Called
☐ Letter sent
☐ Student Emailed  Date: __________
☐ Approved
☐ Disapproved
S-1: STUDENT GRIEVANCE PROCESS
ATTACHMENT #3

Grievance Resolution Form II
(Formal Procedure)
This form is to be initiated by School of Nursing Executive Committee

Name of Complainant ________________________________________________________

Name of Respondent(s) _____________________________________________________

Step 1: a. Grievance Resolution Form received by Associate Dean for Academic Affairs of the School of Nursing
   Signature of Officer ____________________________________________
   Date ____________________________________________
   b. The Associate Dean for Academic Affairs must determine whether grievance warrants a hearing.
   Date ____________________________________________
   c. Hearing granted: Yes ____ (go to step 2) No ____
   Comments:

Step 2: Complainants, Respondent(s), and Chairperson of Grievance Committee notified that a hearing was granted.

Signature of Student Affairs Council Chairperson _________________________________

Date ____________________________________________

Step 3 Grievance Committee met within 5 days of notification in step 2 to determine hearing date and time.

Signature of Chairperson of Grievance Committee _________________________________

Date ____________________________________________

Step 4 Hearing scheduled within ten (10) school days of notification in step 2.

Signature of Chairperson of Grievance Committee _________________________________

Hearing Date _________________________________

Step 5 All parties notified of the hearing.

Signature of Secretary of Grievance Committee _________________________________

Date notified _________________________________
Step 6  Documents and supporting evidence due from Complainant and Respondent(s) 5 school days prior to the hearing date.

Date Due _______________________________________

Step 7  All material for the hearing will be available from Secretary of Grievance Committee to all parties involved at least 3 school days prior to the hearing.

Signature of Secretary of Grievance Committee _______________________________________

Date Available _______________________________________

Step 8  The written report of the findings and decision were sent to the Complainant, Respondent(s) and the Associate Dean for Academic Affairs of the School of Nursing within 2 days.

Signature of Secretary of Grievance Committee _______________________________________

Date _______________________________________

UNLV School of Nursing
Student Grievance Process
Informal Process – Faculty Conflict

Step 1
Student & Fac Advisor (optional) meet with Involved Faculty Member

RESOLVE

Yes

No further action required

Step 2
Student & Fac Advisor (optional) meet with Course Coordinator & Involved Faculty

RESOLVE

Yes

Step 4
Student & Fac Advisor (required) meet with SAC Chair & Involved Faculty

RESOLVE

Yes

Step 5
Student consults with Fac Advisor

RESOLVE

Yes

Start Informal

UNLV School of Nursing
Student Grievance Process
Informal Process – Faculty Conflict

Step 1
Student & Fac Advisor (optional) meet with Involved Faculty Member

RESOLVE

Yes

No further action required

Step 2
Student & Fac Advisor (optional) meet with Course Coordinator & Involved Faculty

RESOLVE

Yes

Step 3
Student & Fac Advisor (required) meet with Academic Coordinator & Involved Faculty

RESOLVE

Yes

No

Initiate Formal Process

No

Yes

Resolve

No

Yes

Resolv
UNLV School of Nursing
Student Grievance Process
Informal Process – Administrator Conflict

Step 1
Student & Fac Advisor (optional) meet with Involved Administrator

Resolv

Yes

No further action required

No

Step 2
Student & Fac Advisor (optional) meet with Chair of Student Affairs Council & Involved Administrator

Resolv

Yes

Step 3
Student & Fac Advisor (optional) meet with 2 Non-Officers of Faculty, SAC Chair & Involved Administrator

Resolv

Yes

Step 4
Student consults with Fac Advisor

Initiate Formal Process

UNLV School of Nursing
Student Grievance Process
Informal Process – Administrator Conflict
**UNLV School of Nursing Student Grievance Process**

**Formal Process**

**START**

**Formal Process**

**Step 1**
Associate Dean for Academic Affairs of the School of Nursing

**Hearing**

Yes

Associate Dean for Academic Affairs notifies Chair of Student Affairs Council (SAC)

**Step 2**
Chair of SAC notifies Grievance Committee (GC) and all involved parties

**Step 3**
GC meets within 5 days to set date and time of hearing

**Step 4**
Hearing scheduled within 10 days of SAC Chairs notice

**No**

Associate Dean for Academic Affairs notifies student of decision not to grant

**Grievance Hearing**

Hearing held. A written report of the findings is sent to the Complainant, Respondent(s), and the Associate Dean for Academic Affairs within

**Step 6**
Documents & supporting evidence due to Secretary of the GC no less than 5 school days prior to hearing date

**Step 7**
All hearing materials available from the Secretary of the GC at least 3 school days prior to the hearing