

**UNIVERSITY OF PITTSBURGH  
SCHOOL OF NURSING**

**ADMINISTRATIVE POLICIES AFFECTING THE  
SCHOOL OF NURSING**

**TITLE OF POLICY:** **FORMAL STUDENT COMPLAINTS**

**ORIGINAL DATE:** JUNE 2008

**LAST REVIEW/REVISION DATE:** DECEMBER 2008

**POLICY:** This policy defines formal complaints and establishes a procedure regarding the role of the student, school, and university in the review and resolution of the claim. The School of Nursing adheres to all University policies.

A formal complaint is defined as any signed, written claim brought by a student alleging discriminatory, improper, or arbitrary treatment.

No retaliation or adverse action shall be taken against any student for initiating, participating, or refusing to participate in, a formal complaint.

**PROCEDURE:**

1. Formal complaints involving a university policy must follow the official procedure according to established university policies. Such policies include, but are not limited to:
  - University of Pittsburgh Policy 07-06-04, *Sexual Harassment*
  - University of Pittsburgh Policy 07-01-03, *Nondiscrimination, Equal Opportunity, and Affirmative Action*
  - University of Pittsburgh Policy 02-03-02, *Guidelines on Academic Integrity - Student and Faculty Obligations and Hearing Procedures*
2. Formal complaints involving an issue of Academic Integrity will fall under School of Nursing Policy 307, *Academic Integrity: Student Obligations*, and Policy 306, *Academic Integrity: Faculty Obligations*.
3. Documentation of complaints and their disposition will be logged in a database, and shall be maintained as confidential and retained in the Office of the Dean for four (4) years. The log shall include:
  - The date the complaint was first formally submitted
  - The nature of the complaint
  - The steps taken to resolve the complaint
  - The School's final decision regarding the complaint
  - Any other external actions initiated by the student to resolve the complaint.

Reviewed by Dean's Council: 08-09

Revised by Dean's Council: