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: APRIL 2017

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: 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 06-05-01, Health, Safety, and Sexual Misconduct
- 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: 04/17