



Health Sciences
School of Nursing

ADMINISTRATIVE POLICIES AFFECTING THE SCHOOL OF NURSING

Formal Student Complaints

Date Effective	June 2008
Date Reviewed / Revised	September 2023
Program Level	Administrative

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.

1. [CS 20, Health, Safety, and Sexual Misconduct](#)
2. [CS 07, Nondiscrimination, Equal Opportunity, and Affirmative Action](#)
3. [Policy AC 39, Guidelines on Academic Integrity - Student and Faculty Obligations and Hearing Procedures](#)

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*

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](#).

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.
1. [CS 20, Health, Safety, and Sexual Misconduct](#)
 2. [CS 07, Nondiscrimination, Equal Opportunity, and Affirmative Action](#)
 3. [Policy AC 39, Guidelines on Academic Integrity - Student and Faculty Obligations and Hearing Procedures](#)

APPROVAL & REVISION HISTORY

Reviewed by Dean's Council: 08-09; 23-24

Revised by Dean's Council: 04/17, 09/23