

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: SEPTEMBER 2023

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: <https://www.policy.pitt.edu/cs-20-sexual-misconduct-formerly-06-05-01>
- 2) CS 07, Nondiscrimination, Equal Opportunity, and Affirmative Action: <https://www.policy.pitt.edu/cs-07-nondiscrimination-equal-opportunity-and-affirmative-action-formerly-07-01-03>
- 3) Policy AC 39, Guidelines on Academic Integrity - Student and Faculty Obligations and Hearing Procedures: <https://www.policy.pitt.edu/ac-39-guidelines-academic-integrity-student-and-faculty-obligations-and-hearing-procedures-formerly>

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.
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 - 2) CS 07, Nondiscrimination, Equal Opportunity, and Affirmative Action: <https://www.policy.pitt.edu/cs-07-nondiscrimination-equal-opportunity-and-affirmative-action-formerly-07-01-03>
 - 3) Policy AC 39, Guidelines on Academic Integrity - Student and Faculty Obligations and Hearing Procedures: <https://www.policy.pitt.edu/ac-39-guidelines-academic-integrity-student-and-faculty-obligations-and-hearing-procedures-formerly>

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