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.


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.


2) CS 07, Nondiscrimination, Equal Opportunity, and Affirmative Action: 


Reviewed by Dean’s Council: 08-09; 23-24
Revised by Dean’s Council: 04/17, 09/23