

Current Status: *Active*



SAINT ANTHONY
COLLEGE OF NURSING

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Category/Chapter: Students
Applicability: SACN Operating Units

Student Complaints (394)

PURPOSE:

Saint Anthony College of Nursing recognizes the students' right to communicate concerns and this documents the processes associated with making, investigating, and addressing them.

POLICY:

Students are encouraged to voice concerns about academic experiences to their course faculty and academic advisor using professional communication techniques. If a student does not feel that their concern has been heard or responded to appropriately, communication should ascend the chain of command to the appropriate dean. Should the student continue to feel the concerns are not resolved following that step, a formal complaint may be filed.

A formal complaint is defined as any dispute or difference concerning the interpretation or enforcement of the College's regulations, policies or procedures, or application of state and federal laws impacting higher education. As such, a formal complaint is separate from an academic appeal. The academic appeal procedures of Saint Anthony College of Nursing provide a forum for fair resolution of disagreements related to grades, academic standing, disciplinary actions resulting from violations of academic or student policies where there is reason to believe that the decisions were capricious, discriminatory, arbitrary, or in error. See Policy 444 Student Appeal Process.

All formal student complaints submitted in writing and signed by the student are to be addressed by the College Leadership Team within 10 business days.

PROCEDURE:

A student may file a written complaint with a member of the College Leadership Team. The written document must include a date of filing, a complete description of the complaint, and what outcome the student wishes as a result of the complaint. The complaint may be in the form of an email.

After receiving a written complaint, the College Leadership Team will meet to consider the complaint. The meeting must take place within 10 business days of the complaint submission. Further investigation will occur if appropriate. The leadership team may refer the complaint to a committee, if it falls within the jurisdiction of a committee's normal proceedings.

The student submitting the complaint will be notified in writing of the outcome of the complaint. Any confidential information regarding peer, staff, or faculty discipline will not be shared with the student who submitted the complaint.

ATTACHMENTS: Decision Flowchart

Decision Flowchart for Formal Complaints and Appeals

Do I file a COMPLAINT or APPEAL?

