



School of Nursing

<b>Title</b>	Pre-Licensure Program Formal Complaint Resolution 1.32
<b>Policy Owner</b>	School of Nursing
<b>Applies to</b>	Students in the pre licensure programs
<b>Campus Applicability</b>	Storrs, Stamford, Avery Point, Waterbury
<b>Approval Date</b>	11-04-2024
<b>Effective Date</b>	11-04-2024
<b>For More Information Contact</b>	TBD
<b>Contact Information</b>	TBD
<b>Official Website</b>	Link to University website

#### **BACKGROUND**

The school of nursing endorses that reconciliation of complaints should begin at the initial point of concern. A formal complaint is brought forward if this approach was not successful in resolving the complaint.

#### **PURPOSE**

To provide an opportunity for faculty, staff students and external constituents in the school of nursing pre-licensure program to file a formal complaint and assure all involved are provided a consistent approach when their complaint is reviewed.

#### **APPLIES TO**

Pre-Licensure Program Students, Faculty, Staff as well as external constituents associated with the school of nursing pre-licensure program.

#### **DEFINITIONS**

**Formal Complaint:** A complaint presented to School of Nursing leadership if an attempt at resolution at the source of the concern is not successful. Formal complaints are those issued by students, members of the University community, or external constituents that concern any unfair application of policies, a hostile environment, unfair decisions, interference/intimidation that impedes or delays a person's completion of a task or degrade the person's performance, or any violation of professional conduct as defined in the SON's Policy 1.28 PRAXIS and Code of Conduct. Grade appeals are addressed in School of Nursing Policy # 1.01 Appeal of Assigned Course Grade

**SON Code of Conduct Policy:** Strength based approach to guiding students in professional behavior.

#### **POLICY STATEMENT**

A formal complaint can be filed through written communication to Pre-Licensure Program Directors, Associate Deans, or the Dean. The complaint review is assigned to the individual closest to the concern. The complaint resolution will follow the procedure attached to the policy. Individuals have the option to follow the University of Connecticut formal complaint process through the office of Institutional Equity by completing a reporting form.

## **ENFORCEMENT**

Violations of this policy may result in appropriate disciplinary measures in accordance with University By-Laws, General Rules of Conduct for All University Employees, applicable collective bargaining agreements, and the University of Connecticut Student Code.

## **PROCEDURES/FORMS**

- Student Formal Complaint Algorithm ([1.32 b SON Baccalaureate Student Formal Complaint Process Algorithm 11-4-2024.docx](#))
- Non-Student Formal Complaint Algorithm ([1.32 a SON Baccalaureate Non-Student Formal Complaint Process Algorithm 11-04-2024.docx](#))

## **REFERENCES**

University of Connecticut Student Complaint Process Information [Report](#)

Office of Institutional Equity [OIE](#)

AAUP [CBA](#)

UPCEA [CBA](#)

School of Nursing Code of Conduct Policy # 1.28

## **POLICY HISTORY**

**Policy created:** 08-01-2024 Approved by FFM 11-4-2024

**Revisions:**

Revised