I. **POLICY**
   Any student who feels that they have not received standard, fair treatment in matters under school policies, procedures, and regulations in accordance with the current student handbook and student bill of rights may seek consideration through a formal grievance procedure.

II. **PURPOSE**
   To provide all students with a means for impartial consideration in grievance procedures.

III. **SCOPE**
   This policy applies to all students enrolled in the UPMC Schools of Nursing.

IV. **GUIDELINES**
   Students are encouraged to resolve all grievances through the usual chain of command channels prior to starting the formal grievance policy:

   1. The student must schedule a meeting with the instructor to discuss the situation and attempt to resolve the grievance. Whenever unresolved, a meeting with the course chairperson must be scheduled in an attempt to further resolve the issue.

   2. Whenever unresolved, a meeting with the Director must be scheduled in an attempt to further resolve the issue.

   3. Whenever unresolved, the student may request an official grievance be heard by the UPMC Schools of Nursing Executive Committee. The student must make this request within three (3) business days of the incident.

   4. At the time a student is notified of a failure and the student indicates he/she wants to grieve, he/she can only continue in the course if the grievance is related to attendance, and as long as he/she signs a document acknowledging that denial of the grievance will result in failure of the course.

As examinations are objective in nature and validated through item analysis, grades received are not subject to this process. An OSCE is considered an exam and cannot be grieved.
V. **PROCEDURE:**

A student, who has followed the appropriate chain of command outlined in the previous section, wishing to request a formal grievance with the UPMC Schools of Nursing Executive Committee, must submit a signed written request for a grievance outlining the detailed reason for the grievance within three (3) business days. Students submitting the appeal in electronic format own the responsibility of following up to make sure the grievance was received.

Upon receipt of the request, the grievance is taken to the UPMC Schools of Nursing Executive Committee. The committee will convene and review the grievance and make a decision within five (5) business days of receiving the grievance. The Grievant will be notified in writing and UPMC email of the decision within three (3) business days.

Whenever the student decides to appeal the decision of UPMC Schools of Nursing Executive team, he/she may file a request to appeal by submitting a signed written request for an appeal outlining the detailed reason for the appeal within three (3) business days of email being sent. Students submitting the appeal in electronic format own the responsibility of following up to make sure the appeal was received.

The Director of Student Affairs and Recruitment will facilitate the process (Referred to as facilitator through the rest of the process).

The facilitator, in collaboration with the other Directors of the UPMC Schools of Nursing, will randomly select three (3) faculty members and four (4) student members to serve on the appeal committee. One faculty and one student alternative will be selected in case of illness/absence issues. Faculty and students may be selected from any UPMC School of Nursing.

The facilitator will attend as a non-participating member and have no voting privileges.

The proceedings of the meeting are confidential.

**FORMAL APPEAL PROCESS**

1. Once the Appeal Committee is formed, the meeting must be held within fourteen (14) business days.

2. The facilitator will notify the grievant, the respondent, and committee members, in writing or UPMC email, of the date and time of the meeting.

3. The grievance procedure is an internal process not open to external representation/involvement.

4. No electronic recordings of any kind are permitted.

5. Committee members may take notes during the meetings. All notes will be given to the facilitator at the end of the meeting and destroyed.
6. At the beginning of the procedure, the facilitator will provide an explanation of the meeting agenda and then read the appeal filed.

7. Each party, appellant and responder, will equally have fifteen (15) minutes each for their presentation. Both parties may present materials to the committee members relevant to their presentation. Only one party has the floor to present his/her case. If a party cannot act in a civilized manner as the other party is speaking, that party will be asked to leave the room while the other party is presenting.

8. After both parties have presented each party, appellant and responder, will equally have five (5) minutes to provide additional information.

9. A total of twenty (20) minutes will be allowed for committee members to ask questions of the appellant and responder.

10. The appellant and responder will be dismissed at this time.

11. The committee members may take time to deliberate. At the end of deliberation a vote will be called for.

12. The vote will be conducted via secret ballot. The facilitator will read and record the votes.

13. All parties, appellant and respondent, will be notified in writing of the decision of the appeal committee within three (3) business days.

The facilitator will provide a written report to appropriate school administration (i.e., Director, if appropriate) and the Executive Director of the UPMC Schools of the Nursing including nature of the appeal, parties involved, appeal committee members, date and time of meeting and decision of the committee within five (5) business days of the decision.

VI. REFERENCED AND RELATED POLICIES

Attendance Policy
HS-HR0707 Grievance Procedure

Approved UPMC Schools of Nursing: 04/23/2015; 11/18/2015
Effective Date: 01/04/2016
STUDENT ACKNOWLEDGEMENT FORM

Should a student indicate that he/she wants to grieve a failure related to attendance, he/she can continue in the currently enrolled course(s) as long as this Acknowledgement Form is signed and the student adheres to the Attendance Policy.

I ______________________________ hereby will be filing a grievance related to
(Name)

_____________________________ on _________________________________.
(Date)

I understand that I can continue in the nursing course until the grievance has been completed. I also understand that denial of the grievance will result in failure of the course.

____________________________________________   ___________________________
(Signature of Student) (Date)

Acknowledged by: ___________________________  __________________________________
(Signature) (Date)

Approved: UPMC Schools of Nursing: 04/23/2015; 11/18/2015
Effective Date: 01/04/2016