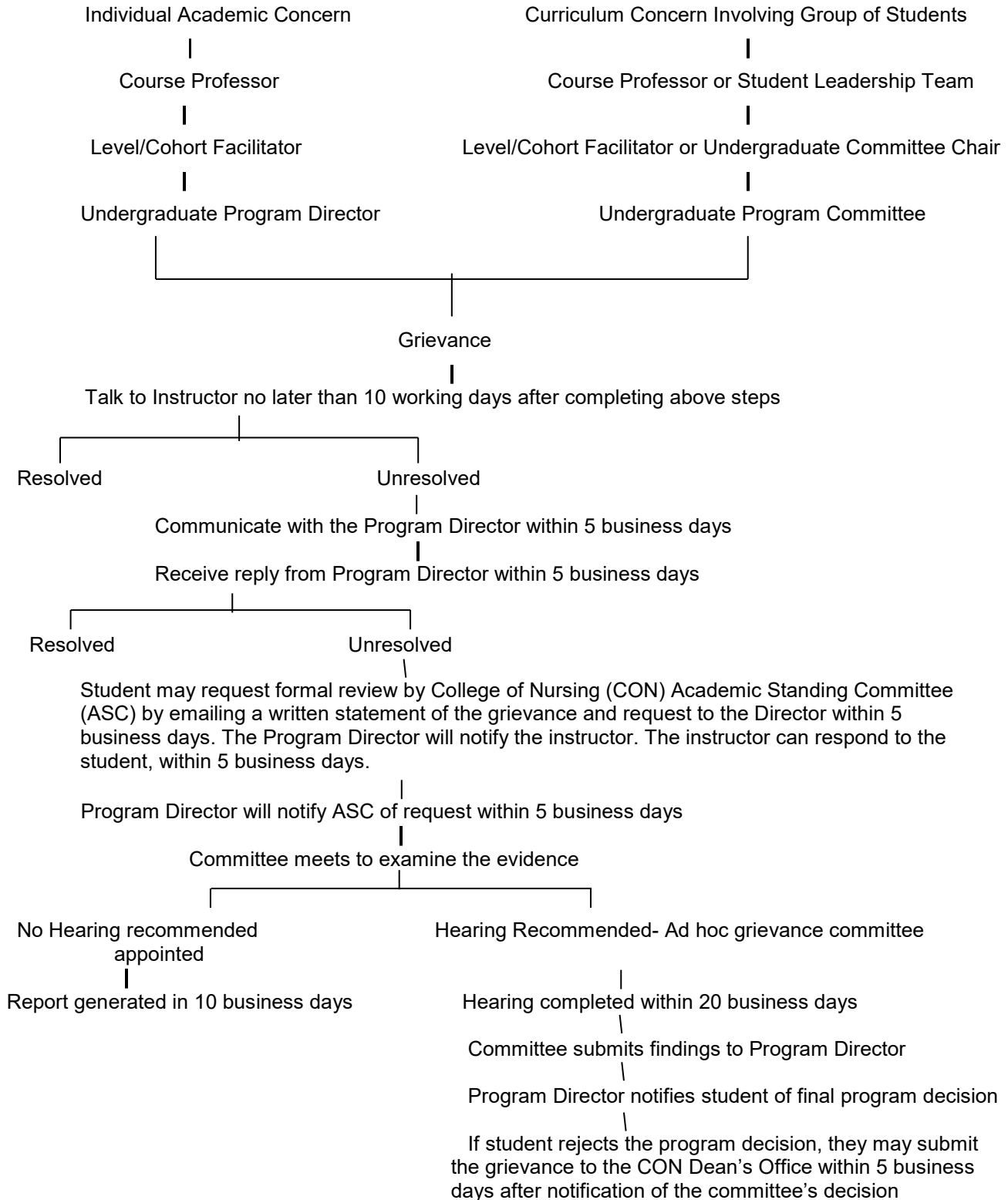




DIAGRAM OF STUDENT CONCERNS OR GRIEVANCE



Student Complaint

A complaint is the formal expression of an objection to perceived misconduct of another person. In this case, a student seeks disciplinary action against the offender. Examples of complaints include conduct which violates university rules or policies, or conduct which adversely affects the student's performance in academic pursuits/achievements. As noted in the University Student Handbook, informal attempts to solve a problem are often more effective than filing a complaint. Students are encouraged to follow the established chain of communication within the College of Nursing (CON) as the informal process. A formal complaint should be seen as a last resort. If attempts to solve a problem through the CON's established Chain of Communication are perceived as unsuccessful or unsatisfactory, a formal complaint may be filed through the CON Grievance Policy. If that does not satisfactorily resolve the complaint, it can be taken up at the University Level according to the Faculty and Academic Staff Handbook Chapters FAC9 and ACS 16. The Division of Student Affairs Office has policies and procedures that outline the process for a complaint against Academic Staff or Faculty (www.uwosh.edu/stuaff). The Dean of Students office has procedures to address an incident of bias or a Title IX complaint (www.uwosh.edu/deanofstudents).

Student Grievance Policy

Students have the right to seek resolution of a perceived grievance concerning the assessment of student performance by faculty and instructional academic staff (instructors). Recognizing that the evaluation of student performance is based upon the professional judgment of instructors, grievances are based upon one or more of the following factors:

- a. an error is made in computation that is not addressed;
- b. the grade is based upon factors contrary to those stated in the course syllabus or grading criteria;
- c. the grade reflects some penalty for actions involving freedom of written or spoken classroom expression;
- d. the grade involves some breach of federal or state constitutional protections, federal laws, state statutes, Regent's rules, or UW Oshkosh policies.

If a student has another type of concern or conflict regarding transfer credits, admission, a course, clinical, critical event/unprofessional conduct or other issue related to the CON, students are encouraged to use the CON Chain of Communication for Students. If guidance is needed, see the level/cohort facilitator or academic advisor.

Students who do not follow this progression will be referred to the appropriate level to address their concern. Students may be directed to file a CON appeal form found on the CON website at undergraduate student forms. If the CON Chain of Communication does not resolve the problem, or if the situation meets a. through d. above, then the student should follow the student grievance procedure outlined and described below.

Student Grievance Procedure

- I. The student must attempt a resolution of the problem with the instructor no later than **ten business days** after the incident is noticed or occurs.
- II. If the resolution process with the instructor does not resolve the problem using the CON Chain of Communication, the student should communicate with the assistant program director within **five business days**.
- III. **Within five additional business days**, the assistant program director may attempt an informal resolution or request a meeting of the individuals involved,.
- IV. If the student is not satisfied with this outcomes, the student may request a meeting with the program director.
- V. Within five additional business days, the program director may attempt an informal resolution, request a meeting of the individuals involved, or inform the in writing of the formal grievance procedure, if the situation is unresolved.
- VI. If a student is not satisfied with the outcome of the informal procedure with the program director, the student may request a formal review by the CON Academic Standing Committee (ASC).
 - A. The formal grievance should be sent via email to the program director within **five business days** of the failed attempt at informal resolution. The student's written statement should include:

1. a description of the nature of the grievance including justification of how the issue meets at least one of the required criteria [See a. through d. above.];
 2. a summary of the outcome of the informal procedure and explanation of the student's perception of why efforts were unsuccessful;
 3. the desired outcome the student is seeking;
 4. a copy of any and all supporting evidence.
- B. The program director will acknowledge the student's request and notify the instructor. If the instructor wishes to respond to the student's request for a formal review, this must be done within **five business days**.
- C. The program director will, within **five business days** of receiving the student's request, advise the ASC about the request for a formal review.
1. This committee should consist of a minimum of three faculty or instructional academic staff with voting rights and one student representative.
 2. The program director will make available all documents concerning the case including the director's summary of attempted mediation.
- D. ASC Procedures:
1. The committee will meet to examine the evidence, consult with the involved parties as appropriate, and decide whether the grievance merits a hearing.
 2. If there is no hearing recommended, a report will be submitted within **ten business days** to the involved parties and to the program director.
 3. A hearing is necessary and recommended only when the ASC believes there is sufficient evidence to indicate the possibility of unfair treatment or rights were violated. If the ASC decides a hearing is merited, an ad hoc grievance committee shall be formed at the direction of the program director and a hearing will be completed within **twenty business days** of the decision to grant a hearing by the ASC.
 - a. At the conclusion of the hearing the committee shall transmit its findings and recommendations to the program director.
 - b. The program director will advise the student and the Ad Hoc Grievance Committee of the final decision.
- VII. If the student rejects the decision at the program level, the student may continue the grievance process by submitting a request to the dean's office within **five days** after notification of the ASC's decision.
- VIII. Additional information about the grievance procedure
- A. The burden of proof is upon the student at all levels of the grievance process.
 - B. All meetings of the ASC will meet the requirement of the Wisconsin State Statutes Open Meeting Law.
 - C. Meetings related to FERPA protected information will be held in closed session. In addition, either party in the grievance may request a closed meeting
 - D. The term "business days" refers to days when classes are normally scheduled (Monday through Friday).
 - E. The director, with mutual agreement of the instructor and the student, or at the request of the ad hoc grievance committee may extend timelines for any step in the process.
 - F. If a student fails to meet a deadline or extension, the case will be closed.
 - G. If an instructor fails to meet a deadline or extension, the case may continue without the evidence or statement that the instructor may have provided.
 - H. If an instructor is out of residence or unavailable, an attempt will be made to give notice and receive a response. If the instructor's failure or inability to respond within a reasonable time will unreasonably delay the grievance procedure, the process may continue without a response.
 - I. If the director is involved in the petition, the grievance should be filed with the Dean's Office; the dean will then act in the role of director in the procedures