

Policy S-12
FLORIDA STATE UNIVERSITY
COLLEGE OF NURSING

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TITLE: **STUDENT GRIEVANCE**

POLICY: The College of Nursing shall maintain a written student grievance procedure.

RATIONALE: The grievance procedure is intended to insure that each student has available to her/him clear instruction on how to bring complaints to the attention of College of Nursing faculty members and administrators, and that student concerns are addressed in a prompt and fair manner.

In keeping with University grievance procedures (see the Florida State University General Bulletin), students who feel academic regulations and procedures have been improperly applied in specific instances may have their grievances addressed through the general academic appeals process. These concerns include, but are not limited to:

- a. Academic problems (excluding grades, except when there is an allegation of illegal discrimination or where a grade penalty has been imposed without proper authority)
- b. Improperly applied grade appeals process within the College of Nursing
- c. Mistreatment by an University authority
- d. Sexual harassment
- e. Discrimination because of race, national origin, sex, marital status, religion, age, or disability.

PROCEDURE: In this process;

1. Undergraduate students are referred to the FSU General Bulletin for discussion of grievance procedures. Graduate students are referred to the FSU Graduate Edition.
2. Within the College of Nursing, the following procedure should be followed:
 - a. Students are encouraged to discuss the concern directly with the individual involved, and to attempt resolution informally.
 - b. If a student is not comfortable approaching the individual involved directly, or is not satisfied with the result, the student should discuss the matter in a timely fashion with the Associate Dean of Academic Affairs. The Associate Dean of Academic Affairs will

Provide consultation in an effort to resolve the matter informally and will provide a copy of this policy to the student.

- c. If the student remains dissatisfied with the result of the informal intervention, she/he should present the concern as a formal grievance in writing to the Associate Dean of Academic Affairs (who shall act for the Dean of the College of Nursing).
 - d. The Associate Dean of Academic Affairs shall investigate the matter thoroughly and respond to the student in writing in a timely fashion.
 - e. If the undergraduate student is dissatisfied after the Associate Dean of Academic Affairs' ruling, the process for subsequent appeals is outline in the FSU General Bulletin.
 - f. If the graduate student is dissatisfied after the Associate Dean of Academic Affairs' ruling, the process for subsequent appeals is outlined in the FSU General Bulletin Graduate Edition, the student sees the Dean of Graduate Studies prior to meeting the Dean of Faculties.
3. If no resolution is reached within the College of Nursing, the student brings the complaint to the attention of the Dean of the Faculties for either resolution or referral to the Student Academic Relations Committee (SARC) of the Faculty Senate. This committee has the authority to direct, through the Vice President for Academic Affairs, that correction action be taken when justified.
 4. Students may wish to seek assistance or guidance during any portion of the grievance procedure from the following FSU resources: Student Disability Resource Center in the Dean of Students Department, Office of Multicultural Affairs, and Student Legal Services in the Student Government Association office.

Approved by:	Management Team	2/11/04	
	Faculty	2/27/04	4/18/08
	Dean	2/27/04	4/18/08

Attachment #1 Grievance Procedure Flow Chart

