

Student Complaint and Grievance Procedures

Department of Graduate Nursing

The policies and procedures for Student Complaints, including grade and non-grade grievances are located on the University of Texas Arlington website at <http://www.uta.edu/deanofstudents/complaints/index.php> and in the University Catalog at: <http://catalog.uta.edu/academicregulations/grades/#graduatetext>. A confidential log of student complaints is maintained in the College of Nursing and Health Innovation Dean's office.

Student Complaints

Student complaints related to issues or concerns in the graduate nursing program should be submitted in writing and may include grade and non-grade complaints. If a student has a complaint regarding the conduct of a course, a concern about a faculty member's feedback, or a grade on an individual assignment in a course, it is the student's responsibility to first make a serious effort to resolve their concern with the faculty member involved. When the complaint is not resolved following discussion with the individual faculty member, the student should contact their Academic Program Director. Other complaints (for example, issues regarding clinical placements and/or policies and procedures of the graduate nursing program) should first be addressed by contacting the student's Academic Program Director. If a complaint remains unresolved, the student should contact the Associate Chair for their academic program for further assistance. Students are encouraged to maintain a record of their efforts to resolve the complaint which may include emails, names of individuals contacted, and any meetings that occurred to resolve the complaint. At each step of the complaint process, if the student's complaint is not resolved, the student will be informed of the next step in pursuing their complaint. If the complaint or concern is still not resolved AND the student has evidence that they were treated differently than their peers and/or the institution processes or policies were not followed, the student may submit a formal appeal to the Dean of Students. The student complaint process and formal appeal process are available at: <http://www.uta.edu/deanofstudents/complaints/>.

Course Grade Grievance Procedures

A student may submit a grievance related to a course grade. Complaints/issues related to individual assignment grades are addressed as noted above (Student Complaints). A disagreement with the judgement made by the faculty member in assigning a course grade is not a valid basis for an appeal (grievance) of a course grade. As with a student complaint, the student must first make a serious effort to resolve the disagreement regarding a course grade with the faculty of record for the course. If the issues cannot be resolved, the student may request a meeting (in person or by telephone) with their Academic Program Director. At this meeting, the student must provide information to support an academic grade grievance - either differential treatment or procedural irregularity. A flowsheet that details the steps the student should follow in pursuing a Grade Grievance may be found in the student's

program handbook (MSN, DNP, or PhD Student Handbook). If the Associate Chair of the student's Academic Graduate Nursing Department is unable to resolve the student's issue, the Associate Chair will review the written grievance process with the student.

The grievance must be submitted in writing on an appeal form available from the Dean of the College of Nursing and Health Innovation. The completed form (including additional information as needed) is returned to the Dean of the College of Nursing and Health Innovation. The Dean will provide the grievance form to the Chair/Associate Dean, who will appoint a Grievance Committee to review the course grade appeal. As noted in the University catalog

<http://catalog.uta.edu/academicregulations/grades/#graduatetext> – Grievance procedures Related to Grades - the student has one calendar year from the date the grade is assigned to initiate a grade grievance/appeal. Additional information regarding student complaints related to an Academic Grievance – Grade and non-Grade is available at: <http://www.uta.edu/deanofstudents/complaints/>– Academic Grievance – Grade and Non-Grade.

Student Academic Grievance Outline Flowchart

Each numbered step in the outline indicates a point of escalation, specifically to ask for a review of decisions made at lower levels. These escalations are solely initiated by the student.

1. Student Meets with Instructor (Faculty Member)
2. Student Meets with Lead Teacher / Instructor of Record
3. Student Meets Program Director / Associate Chair, Providing Evidence of Differential Treatment or Procedural Irregularity

Note: Students unsatisfied with the decision at the Program Director/ Associate Chair level will be directed to the next level, the Written Grievance process.

4. Written Grievance:
 - a. CONHI Dean provides student with the Written Grievance Form
 - b. Form is completed by the student and returned to the Dean
 - c. Dean forwards the Written Grievance Form to the Department Chair
 - d. Chair appoints and convenes a Faculty Grievance Committee
 - e. Faculty Grievance Committee reviews the written grievance, which may include interviewing the instructor, the student, and other individuals
 - f. Faculty Grievance Committee Chair writes summary and the Committee Decision
 - g. Committee Decision submitted in writing to the Departmental Chair
 - h. Departmental Chair informs the Student and the CONHI Dean of the decision
 - i. CONHI Dean informs the UTA Provost of the Written Grievance outcome and records the outcome in the CONHI Complaint Log
 - j. **IF NEEDED:** Chair informs Assistant Dean of Enrollment Services of any required Grade Change