

### ***Department of Nursing Grievance Process***

The Department of Nursing takes student complaints seriously. Our goal is to ensure students have access to transparent, due process that leads to an appropriate resolution of the complaint in a timely manner. The Department of Nursing will follow BSU's policies with exceptions related directly to admission to the nursing program, safe patient care and professional behavior of a nurse.

Grievances and complaints related to Department of Nursing policies or procedures will be heard by the department's Student Admission, Progression and Concerns Committee (SAPC). Students with progression, policy, or procedure concerns must meet with their faculty advisor and submit a written grievance in a timely manner, using the process outlined below. SAPC will post its meeting dates online to facilitate planning for timely submission.

Faculty have authority in the courses they teach regarding course content, assignments and evaluations and will make the final decisions regarding these items. Examples include redoing assignments, rescheduling exams, questions regarding an evaluation or points awarded, test questions, and late assignments. These and other matters directly related to the course or coursework should be resolved with the faculty member(s) and may not be appealed through the Department of Nursing. Students wanting to contest a grade should follow the [Academic Grade Challenge Policy](#) in the *BSU Student Handbook*.

The full grievance process will be as follows:

Student discusses the complaint with his/her faculty advisor.



If a Student Grievance Form is appropriate, it should be submitted to the Nursing Department Office. This form (Appendix D) can be found at the BSU Department of Nursing website on the Student Resource Manual page. The submission should include: (a) description of the concern in 500 words or less, (b) steps taken to resolved the concern, and (c) any documentation necessary to support the outcome being sought (catalog description, course syllabus, resource manual/handbook, Department of Nursing website, etc.).



The Student Grievance Form must be submitted within the first 6 weeks after receiving the decision/situation being grieved.

Grievances filed during summer session will be reviewed as determined necessary by SAPC chair.



A review of the grievance by the SAPC committee will occur at the next scheduled meeting after the grievance has been submitted. Student will be emailed the date and time of the meeting. Student will have 48 hours to state whether they accept or decline attendance at the meeting. A

student choosing to attend the meeting will have five minutes during the meeting to present the grievance. The student will receive a formal response with the committee's decision within six weeks of the meeting. The student's advisor, the department chair, and the dean will receive a copy of the committee's decision, and a copy will be placed in the departmental student file.



If the student still has concerns regarding the grievance after the SAPC committee has made its decision, it is then the student's responsibility to follow the appropriate BSU petition process.

<http://www.bemidjistate.edu/offices/president/policies/>

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