

**GOOD SAMARITAN COLLEGE OF NURSING AND HEALTH SCIENCE
CINCINNATI, OHIO**

POLICY TITLE: THIRD PARTY COMPLAINT PROCESS

The Good Samaritan College of Nursing and Health Science (“College”) will process through its Third Party Complaint Process those complaints received from individuals who are not students or employees of the College. This Complaint Process is not designed to resolve disputes between students or employees and the College. Complaints from students and employees must be handled through their respective College internal grievance processes.

The Third Party Complaint Process is a formal process that takes place through written communications. While the College will respond to e-mail and telephone inquiries with general questions about the complaint process and about accreditation, the College will not process any information as a complaint until it is received in the format outlined below. Also, the College will not respond by telephone or e-mail to a formal written complaint.

Individuals interested in bringing an appropriate complaint to the attention of the College should be instructed to take some time to compile a complete submission. There is no complaint form. The individuals should be instructed to do the following:

- Write a brief narrative of the facts of the complaint. In most cases, such a narrative need be no longer than two or three pages.
- Attach documentation to support your narrative wherever possible. (For example, if you make reference in your complaint to an institutional policy, include a copy of the policy with your complaint.) Helpful documentation might include relevant portions of the catalog, letters exchanged between you and the institution, learning agreements, etc.
- Include a brief cover letter indicating how you believe the College can assist you. Remember to sign and date the cover letter as well as to include a mailing address for future correspondence. If you are writing on behalf of someone else, such as a son or daughter or client, be sure to provide that person's consent in writing to having you communicate with the College on that person's behalf.
- Mail the letter and its attachments to the College:

Good Samaritan College of Nursing and Health Science
President's Office
375 Dixmyth Avenue
Cincinnati, OH 45220

The College has the sole discretion to determine whether a complaint raises general questions about accreditation or policies and procedures and whether the College will proceed further in processing the complaint. Initially, a brief acknowledgment indicating the College has received the complaint is sent. Over the next few days, the College staff will review the complaint in detail and will determine whether the complaint is one that the College can consider. Typically, the staff will mail a formal written response within thirty days of receiving a complaint. Exceptionally lengthy complaints or those complaints requiring extensive research and/or investigation may take longer. In this response, the College will inform the complainant

whether the College can consider the complaint and what potential issue(s), if any, the College has identified in the complaint and the actions taken. This response will close the matter.

Anonymous complaints are difficult for the College to process even when they appear to raise relevant issues. The College has no way to ask for additional information from the complainant or to engage in other follow-up. Individuals that would like confidentiality may want to consider mailing their signed complaint to the College but requesting in the cover letter that the College keep their identity confidential and include the reasons for the request. Complainants requesting confidentiality should keep in mind, however, that the College cannot guarantee that the institution will not be able to identify the complainant once it hears the facts and allegations of the complaint.

Approved By: _____ Date: 01/01/06

Effective Date: 01/01/06

Review/Revision Dates

Responsible Committee: Board of Trustees