GOOD SAMARITAN COLLEGE OF NURSING AND HEALTH SCIENCE
CINCINNATI, OHIO

POLICY TITLE: STUDENT GRIEVANCE

It is the intent of Good Samaritan College to treat its students in a fair and equitable manner. Student/College-related issues arising from perceived unfair application of policies and procedures should be handled in an appropriate, consistent, and considerate manner and be resolved without undertaking a formal grievance. However, when necessary, a grievance procedure is followed to resolve conflicts.

The following procedure can be used to resolve problems that a student may have with the College or College personnel that be cannot resolved informally.

Before resorting to the formal grievance procedure described below, every effort should be made to resolve the issue or difference at the lowest level where the conflict exists. The disagreeing parties should meet to attempt to resolve the conflict.

Issues regarding judgment of professional practice may not be grieved.
(For example: Judgment of the "Best" answer of a test question or the judgment of professional practice clinical observation.)

STEP 1.

1. If the disagreeing parties cannot reach agreement in resolution of the conflict, the student may file a grievance. A grievance is a written statement fully describing the existing conflict or issue, which must be signed by the student. The grievance must be presented to the department chair who has responsibility for the course area where the conflict is occurring, or when appropriate, the respective dean, within fifteen (15) working days of the date the conflict or issue arises.
2. The Department Chair will attempt to schedule a meeting with the student within seven (7) working days after receiving the grievance to attempt to resolve the conflict.
   a) The Department Chair may meet with other involved parties as the Chair determines necessary.
   b) The Department Chair will make a written decision concerning the conflict within ten (10) working days after meeting with the student.
3. A non-educational grievance or a grievance involving a Department Chair shall by-pass Step 1 and go directly to the Dean of the respective area.

STEP 2.

1. If the conflict is not resolved, the student may appeal the Department Chair's decision within ten (10) working days of receipt of the Department Chair's decision, by presenting the written grievance and a written explanation of why the student disagrees with the Department Chair's decision to the Dean, who shall form a Grievance Committee. The purpose of the Committee is to hear from all parties involved in the conflict; analyze elements of the conflict according to established College policies, criteria and practices; and make decisions based on consensus regarding the conflict.

2. The Committee will meet with the student within ten (10) working days of the Dean's receipt of the grievance. The Committee may meet with other involved parties as the Committee determines necessary. All previously investigated material, facts and decisions shall be verified.

3. The Committee will issue a written decision within five (5) working days after its meeting with all parties. A written record will be kept and a copy filed in the student's file.

4. Grievance Committee Membership shall consist of three or four voting members.

   a) Three members are of the faculty from areas or levels other than those involved in the conflict. The three faculty members will be chosen as follows:

      One will be chosen by the student involved.

      One will be chosen by the College personnel involved.

      One will be chosen by the Dean. This member will serve as the Chair of the Grievance Committee.

   b) One "optional" member is of the students from areas or levels other than those involved in the conflict. The student involved in the dispute may choose not to have a student on the committee as a voting member.

      The student member will be selected by a lottery of all students available and in class levels other than the level of the student who has filed the grievance.

      The student member of the committee is present at the request of the involved student. Therefore, a student who requests that a student serve on the committee consents to the release to the student member of any confidential information relating to the grievance.

   c) Observer (Optional)

      The student and/or College personnel may have another student, faculty or staff member of the College present as a support person and/or to assure the process is followed.

      This individual is not a member of the Committee, may not act as a representative for the student and/or College personnel, and is an observer only.

STEP 3.

1. If the Grievance Committee fails to resolve the grievance or should the decision of the Committee be unsatisfactory to the student, the student may appeal by presenting the written grievance and a written explanation as to why the student disagrees with the prior decisions to the Dean within ten (10) working days of receipt of the Committee's decision.

2. The Dean may meet with the involved parties to discuss the conflict.

3. The Dean will issue a decision within ten (10) working days. All parties involved shall receive a copy of the decision and the decision will be included in the student's file.

4. The decision of the Dean is final.

CLARIFICATION:

1. Any time limits herein specified are a guide for the process and are exclusive of holidays and vacations of the involved student and/or College personnel.

2. At the end of each step, the decision must be documented in writing and distributed to all parties involved.

3. The student and/or College personnel may be accompanied at any time by another student, faculty or staff member of the College as a support person and/or to assure the process is followed. This individual may not act as a representative for the student and/or College personnel and is an observer only.

4. When a grievance involves disciplinary probation, suspension or dismissal of the student, the student shall not be permitted to attend classes/clinical until the grievance is resolved.

   a) If the decision is in favor of the student, the student shall be reinstated to regular status immediately on the next regularly scheduled school day.

   b) The student shall be responsible for all make-up work to the satisfaction of his/her faculty member(s) at the time of reinstatement.

5. In the case of a non-educational grievance or a grievance involving a Dean the President will serve in Step 3.

At the resolution of the conflict, the College personnel involved have the option to request a debriefing facilitated by the Dean.

Approved By: _____ Date 4/8/2010

Effective Date: 12/14/2005; 7/1/2010

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Responsible Committee: Student Services Committee