



**POLICY TITLE:
COMPLAINT/GRIEVANCE
PROCEDURE- GENERAL**

Purpose of Policy:	To establish a formal process for the resolution of complaints/grievances regarding college-related issues
Scope:	<input checked="" type="checkbox"/> Faculty <input checked="" type="checkbox"/> Staff <input checked="" type="checkbox"/> Student <input type="checkbox"/> Visitor <input type="checkbox"/> Other
Committee(s) Responsible:	Administrative Group
Location of Policy:	My GSC Portal / Website
Attachments:	None
Forms Location:	Link in My GSC Portal https://forms.office.com/Pages/ResponsePage.aspx?id=gpNSoxVmS0GHHUCP_xDyrEwVb7a_8EtPhMq3sSk1fiZUNE1CSTMxTkpKMU80TTVCOEJJQjhOVes4Wi4u
Related Policies:	Complaint/Grievance Procedure-Disability; Complaint/Grievance Procedure-Student-on-Student Sexual Misconduct, Domestic Violence, Dating Violence or Stalking; Compliance-Issue Resolution; Conduct; Clinical Conduct;
Legal Review	06/28/2017
Date Approved by Committee:	07/14/2020
Prior Review Dates:	09/09/2016; 6/2017; 04/03/2018; 06/2019
Next Review Date:	01/2021
Date Policy Effective:	08/01/2020
Final President Approval:	07/14/2020
Policy Number	CON 501

GSC supports you in your right to file a complaint/grievance concerning College-related issues arising from perceived unfair application of policies and procedures, for any reason.

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.)

Informal resolution:

1. Students are encouraged to discuss any issues or concerns directly with the faculty member or advisor in order to resolve any issues before going into submitting a formal written grievance.

2. If the matter cannot be resolved with the faculty or advisor, the student is encouraged to request a meeting with the Academic Dean or area leader.

Formal Resolution

If a matter cannot be resolved informally or if the student prefers to file a formal grievance, a written grievance must be submitted to the College Compliance Officer.

Complete [the student complaint form](#). The form will request student's contact information, description of the situation including any policy/procedure violations, names of individuals involved, description of any informal resolution, explanation of why it was not resolved informally, and the resolution that student seeks.

(1) the name, addresses, and, phone number of the grievant; (2) a detailed description of the alleged unfair application of policies and procedures; and (3) the specific relief the grievant is requesting through the grievance procedure.

Grievance Procedure:

Step 1: All formal grievances shall be written and submitted to the College Compliance Officer via the student complaint form within 30 days of the date that the conflict or issue arises. Any formal grievance filed beyond 30 days will be handled in a case by case basis. The written grievance will include detailed description of any informal resolution.

If the College Compliance Officer is alleged to be central to the grievance, the College Compliance Officer will be recused from the grievance process and a non-involved Dean will perform all duties assigned to the College Compliance Officer.

Step 2: Upon receipt of the grievance, the College Compliance Officer will contact the grievant within seven days to coordinate an interview with the student to confirm and/or clarify the information documented in the student complaint form. Student may be asked for additional information based on the interview/meeting between the student and the College Compliance Officer. Any additional documentation requested should be submitted within seven days.

Step 3: The College Compliance Officer will compile and evaluate all information and evidence for a review of the information with the involved parties. Any potential violation of procedures or policies will be handled separately according to the appropriate protocols. The parties identified in the student complaint form will be asked to respond in writing. The respondents will be given the option to reach out to the student/grievant for a meeting.

The meeting and any discussion are not mandatory. The grievant may decline the invitation for the meeting and request that the college administrator/Dean issue a written response to the grievance within seven days of the grievant's request. If the written response does not resolve the issue, the student may take it up to a Grievance Committee.

Step 4: The student's grievance and the college administrator/Dean's written response will be

submitted to a Grievance Committee. The purpose of the Grievance Committee is to evaluate the evidence objectively according to stated policy and supporting documents. The Grievance committee will consist of the College Compliance Officer/College administrator acting as an ex officio non-voting chair of the committee and three (3) GSC faculty members, two (2) chosen by the grievant, and one (1) randomly selected from a defined pool of faculty members. The grievant will promptly be notified of the Grievance Committee's composition.

Step 5: The Grievance Committee (or the Committee's designee) will conduct a prompt and impartial investigation into the grievance. The investigation shall allow the grievant and other interested parties to identify witnesses to be interviewed and/or submit evidence pertinent to the grievance. The Grievance Committee will make every effort to maintain the confidentiality of the investigation.

The Grievance Committee will issue a written decision within fifteen days after the grievance and the college administrator/Dean's written response is submitted to the Grievance Committee.

Step 6: If the grievant is not satisfied with the Grievance Committee's decision, the grievant may appeal the decision by submitting a written appeal to the area leader in which there is a conflict. The area leader will issue a written decision in response to the appeal no later than fifteen (15) days after the appeal is submitted. The area leader decision shall be final.

GSC prohibits retaliation against anyone who files a grievance or otherwise complains or seeks any resolution of any conflict. This prohibition of retaliation similarly extends to anyone who has testified, assisted, or participated in any manner in an investigation, proceeding, or hearing relating to a grievance or complaint under this section.

All documents, witness statements, evidence, and written submissions associated with a grievance under this section will be confidentially and appropriately maintained according to the nature of the grievance, to the extent permitted by law, in the student's electronic college record. Any request by a student to review the documents, witness statements, evidence, and written submissions associated with his or her grievance under this policy should be submitted to the College Compliance Officer/college administrator.

Clarifications:

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. The final resolution or decision must be documented in writing and distributed to all parties involved.
3. In the case of a non-educational grievance or a grievance involving a Dean, the President will serve in Step 5.
4. The role of the College Compliance Officer in all grievance or appeals panels and processes is as an ex officio impartial non-voting member of the Ethics and Compliance

Committee to assure all policies and procedures of the college are adhered to and that each individual's complaint is handled in a fair and equitable manner. This includes providing guidance to students in the filing of a complaint/grievance and their rights and responsibilities; investigation of facts; and guidance to deciding panels regarding their role, responsibilities, and authority, and the fair hearing of all the parties involved.

If the student is unable to resolve the complaint/grievance in this manner, the student should contact the Ohio Department of Higher Education using the online complaint form <http://www.ohiohighered.org/students/complaints>. Please note that the complaint must be received by the Ohio Department of Higher Education within two years of the completion of the College's complaint process.

Program Integrity Rule - Complaints

On July 1, 2011, the "Program Integrity Rule" amendment of Title IV of the Higher Education Act took effect. One of the requirements of the Program Integrity Rule is that each college or university authorized to offer postsecondary education in one or more States ensure access to a complaint process that will permit student consumers to address the following:

- alleged violations of State consumer protection laws that include but are not limited to fraud and false advertising,
- alleged violations of State laws or rules relating to the licensure of postsecondary institutions; and
- complaints relating to the quality of education or other State or accreditation requirements.

As an institution authorized to provide postsecondary education in the State of Ohio, Good Samaritan College of Nursing and Health Science is committed to full compliance with the Program Integrity Rule and provides the following information about our accreditation and complaint processes to all current and/or prospective students.

Complaint Process

Good Samaritan College of Nursing and Health Science seeks to resolve all student concerns in a timely and effective manner. Many student concerns are addressed through community life policies and procedures that are described in the student handbook.

However, some student concerns or complaints may pertain to alleged violations of State consumer protection laws such as fraud and false advertising, alleged violations of State laws or rules relating to the licensure of postsecondary institutions, and complaints relating to the quality of education or other State or accreditation requirements.

Personnel in the offices of Admission and Financial Aid, Academic Affairs, Dean of Student Services and Enrollment Management, Finance, Registrar, President, and TriHealth Human Resources can address and resolve most if not all of the questions and concerns you may have:

- Admissions Eligibility & Processes: Office of Admissions
- Federal and Institutional Student Loans, Grants, Work Study: Office of Financial Aid
- Academic Programs: Office of Academic Affairs
- Academic Records: Office of the Registrar
- Student and Campus Life: Office of Student Services
- Campus Security: Dean of Campus Operations
- Tuition and Fee Payments and Refunds: Business Office
- Accreditation: Institutional Assessment
- Other Complaints and Concerns: Office of the President or TriHealth Human Resources

It is expected that students will fully utilize any or all of the College's administrative procedures to address concerns or complaints in as timely a manner as possible. On occasion, however, a student may believe that these administrative procedures have not adequately addressed concerns identified under the Program Integrity Rule. In those select cases, the following independent resources are available to the student:

The Ohio Department of Higher Education receives and reviews student complaints. Complaints are to be filed using the form at <http://www.ohiohighered.org/students/complaints>.

The Office of the Ohio Attorney General also receives and reviews consumer complaints. More information about filing a complaint can be found at <http://www.ohioattorneygeneral.gov/about-ag/file-a-complaint.aspx>

The **Ohio Department of Higher Education Office of Program Approval** reviews academic programming offered in Ohio by independent institutions including Good Samaritan College of Nursing and Health Science and makes recommendations regarding institutional authorization and program approval to the Chancellor of the Ohio Department of Higher Education.

The Higher Learning Commission (“HLC”) of the North Central Association of Colleges and Schools is an independent body responsible for the accreditation of programs offered by Good Samaritan College of Nursing and Health Science. Each year, the HLC receives a number of complaints from students or other parties. When a complaint raises issues regarding an institution’s ability to meet accreditation criteria, the HLC will forward a copy of the complaint to the institution and request a formal response. Instructions for filing a complaint with the Commission are available on its **website**.