

STUDENT COMPLAINTS-ACADEMIC AND NON-ACADEMIC CONCERNS

This policy provides guidelines for the collection and record retention of student complaints submitted to an institutional officer of UT Health San Antonio School of Nursing. The purpose of this policy is to provide a mechanism for tracking the timeliness of responses to complaints as well as the outcome of complaints. In addition, this policy provides a mechanism for identifying patterns or systemic problems with institutional quality or with factors related to the General Institutional Requirements or Criteria for Accreditation.

Definitions

1. Complaint Log - a confidential record of student complaints, which identifies the persons, involved with individual complaints and the outcomes of the complaints.
2. Student complaint - focused principally on complaints made formally by a student, and addressed to an institutional officer with the responsibility to handle the complaint.
3. Minor complaints –complaints that, after appropriate evaluation, are deemed to have little or no effect on the well-being of students, faculty, staff or the school of nursing as a whole.
4. Institutional Officer – a dean, an associate dean, department chair or anyone in an administrative role who has the responsibility to handle the complaint.

Applicability

This policy applies to institutional officers with responsibility to handle student complaints.

Procedure

1. Complaints must be dealt with in a timely manner and in a way that demonstrates fairness to students, faculty and staff. The student has 10 business days after the occurrence to submit a complaint. Within 7 business days of the receipt of complaint, the institutional officer will respond to the student in writing with feedback regarding status of the complaint resolution.
2. Complaint logs must be reviewed by the officers of the institution or their designees to assess patterns to the complaints that might suggest problems with institutional quality or with factors related to the General Institutional Requirements or Criteria for Accreditation. Complaint logs will be reviewed by the appropriate Associate Deans in September of each year to draft a report that will be shared with Committee on Undergraduate Studies (COUS), the Committee on Graduate Studies (COGS), Faculty Council and Faculty Assembly
3. Complaint logs must be used to record receipt of a student complaint and at a minimum must contain the date of receipt, persons involved and the resolution of the complaint. The amount of detail provided may vary according to the complaint but should be sufficiently documented to provide the issues and resolutions.
4. Complaints from parents, employers, community residents, or former students or alums do not need to be recorded although they may be tracked if a unit wishes to do so. Minor complaints do not need to be recorded on the complaint log. However, the complaint log should include complaints that are of a non-academic as well as an academic nature, provided these complaints are from current or recent students.
5. The privacy of students as well as the privacy of other parties must be enforced in accordance with the Family Educational Rights and Responsibility Act (FERPA). Do not share complaint logs with anyone if

the logs contain student and/or other names on it. Electronic copies of student complaint logs must be password protected.

Supporting Documentation

1. Student Complaint Process Academic Flow Chart
2. Student Complaint Process Non-Academic Flow Chart
3. Confidential Record of Student Complaint Form
4. Complaint Log

Records Retention

1. The Office for Academic Affairs maintains records of student complaints related to academic matters and the Office of Admissions and Students Services maintains records of student complaints related to non-academic matters.
2. The Confidential Record of Student Complaint Form will be retained for five years following the student's graduation and then destroyed per University policy.
3. The Complaint Log will be retained for the period of program re-accreditation and subsequently destroyed per University policy.



