

Joseph F. McCloskey School of Nursing

700 Schuylkill Manor Road, Pottsville, PA 17901 | Phone 570-621-5035 | Fax 570-621-5066

Date: 6/2024, revised 8/2026	Non-Academic Grievance #203	Pages: 1 of 4
Reviewed: 6/22 6/23 6/24	 Tina VanBuren, DNP, MSN, RN, CNS Director, School of Nursing	Student Affairs Committee

PURPOSE

The purpose of this policy is to provide students the opportunity for objective review of facts and events pertinent to a non-academic grievance. This process provides students a system by which to grieve complaints relating to non-academic policies and procedures.

SCOPE

Students enrolled at the Joseph F. McCloskey School of Nursing, Lehigh Valley Hospital-Schuylkill (JFMSON).

DEFINITIONS

Non-Academic Grievance: a written formal assertion that a student believes they have been dealt with arbitrarily, differently, or in ways that violate established laws, rules, procedures, or past practices by the school or program. Non-academic grievances generally do not relate directly to grades in the academic or clinical settings or to course failures related to course syllabus requirements (such as attendance); those are addressed under the Academic Grievance Policy. A non-academic grievance may relate to discipline under a school policy, such as discipline or dismissal for failure to follow a school conduct or confidentiality policy.

Burden of Proof: the burden of proof is on the student, such that the student challenging the decision or action must supply evidence that proves the action or decision was incorrect. Decisions are based on the preponderance of the evidence.

School Days: Monday through Friday, excluding published holidays and breaks.

Grievant: the student filing a grievance.

POLICY**Step 1: Informal Level**

Should a grievance arise, the student shall first attempt to resolve the problem by discussing the issue with the involved parties within five school days of the occurrence. The student should follow the chain of command throughout the process and, if unable to resolve the issue with the appropriate member, should schedule an appointment with the Director of Nursing. If this process does not resolve the issue, or if the Director of Nursing is named in the grievance, a formal non-academic grievance may be submitted.

Step 2: Formal Level

If the grievance is not settled in Step 1, the student shall submit the Non-Academic Grievance Form (Form A, attached) to the Director of Nursing (or designee) within five school days following the conclusion of Step 1. The written grievance must include a description of why the effort in Step 1 did not achieve a satisfactory resolution.

The Director of Nursing (or designee) names the Non-Academic Grievance Committee, constituted as follows: three (3) faculty members and two (2) students selected from the school by the Director of Nursing. Committee members shall not be individuals directly involved in the grievance. Faculty and students involved with the grievance may provide expert or other relevant information in the proceedings if requested by the program, committee, or participants. The Director of Nursing will appoint a Committee Chairperson from among the three faculty members. If any party believes a conflict of interest exists with any individual named to the committee, that party has the right to request individuals who may more objectively render a decision.

The Director of Nursing shall send a copy of the filed grievance form to the Committee Chairperson for review. The Committee will attempt to conduct a grievance meeting within five school days of receiving the complaint (if the grievance is initiated at a semester break, the meeting may be postponed to the first two weeks of the new semester); sign the grievance form when the material is reviewed; schedule a meeting with the individuals involved; investigate the circumstances surrounding the grievance; maintain official written records of the proceedings (Chairperson); and maintain confidentiality.

The Committee will issue a written decision to the student within ten (10) school days of the grievance meeting.

RETALIATION

No student will be subject to retaliation, intimidation, or adverse treatment for filing a grievance in good faith or for participating in a grievance proceeding.

DOCUMENTATION

The written record of the grievance and meeting(s) will be stored in the student's file. The student may access the formal documentation consistent with FERPA. Access by faculty and staff is limited to those with a legitimate educational interest in the grievance.

ATTACHED FORM

Form A: Non-Academic Grievance Form.

REVIEW and APPROVAL

This policy is reviewed annually by the Student Affairs Committee.

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Non-Academic Grievance Form - Policy #203

Non-Academic Grievance Policy #203, Step 2. Submit to the Director of Nursing or designee within five school days of concluding Step 1.

Use this form for concerns unrelated to academic decisions, such as treatment by faculty, staff, or other students, or school services and procedures. Grade, clinical evaluation, progression, and dismissal concerns are addressed under the Academic Grievance Policy #212.

STUDENT INFORMATION

Student Name: **Student ID:**

Program Year: **Site:** ☐ Pottsville ☐ Center Valley **Track:** ☐ Day ☐ Evening/Weekend

School Email: **Phone:**

GRIEVANCE

Date of occurrence: **Individuals involved:**

Describe the concern, including what happened, where, and any witnesses:

STEP 1: INFORMAL RESOLUTION (required before filing)

Discussed with the involved parties on: **Met with Director of Nursing on:**

☐ The Director of Nursing is named in this grievance (Step 1 meeting with Director not required)

Why the Step 1 effort did not achieve a satisfactory resolution:

Remedy requested:

I certify that the information provided is accurate and that I have completed Step 1 as required. I understand that the Non-Academic Grievance Committee may meet with me and the individuals involved, and that a written decision will be issued within ten school days of the grievance meeting.

Student Signature: **Date:**

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Non-Academic Grievance Form - Policy #203 (continued)

For school use only.

RECEIPT

Date received by Director of Nursing or designee:

Received by:

☐ Filed within five school days of concluding Step 1☐ Copy sent to Committee Chairperson**NON-ACADEMIC GRIEVANCE COMMITTEE**

Faculty member 1:

Chairperson:

Faculty member 2:

Faculty member 3:

Student member 1:

Student member 2:

☐ No committee member is directly involved in the grievance☐ Membership reconsideration requested

Committee review of submitted materials (Chairperson signs when reviewed):

Chairperson Signatur

Date:

Grievance meeting date:

Attendees:

Committee decision issued to student on:

(within ten school days of the meeting)

Decision summary:

Chairperson Signatur

Date:

The Chairperson retains the official written record. File the completed form in the student file; access is limited under FERPA.