

## **GRIEVANCE AND APPEAL**

### **Purpose:**

The grievance procedure provides nursing students with a process to:

1. Resolve concerns or disagreements arising from their interactions with nursing faculty or staff: or
2. Appeal the interpretation or application of a policy or procedure affecting the student.

### **Operating Principles:**

1. A dispute or grievance is best resolved informally with an effort by each party involved to listen carefully and respectfully to the others.
2. If the student wishes to appeal the matter after discussion with the person(s) involved in the incident, or with the person who made the decision that caused concern, he/she is entitled to do so.
3. All appeals will be handled in a confidential manner, with efforts made to ensure objectivity and fairness.
4. No student who appeals a decision will be subject to any reprisals as a result of such appeal.
5. If the appeal results from a dispute regarding a grade issued by an instructor, the burden will be on the student to prove that the instructor has made an error, or that the instructor has applied non-uniform standards in assigning the grade.
6. A student who has been dismissed may not attend class or clinical while pursuing the grievance.

### **Procedure:**

1. If a student has been unable to resolve a concern or disagreement with a nursing faculty member, the student may request to meet with the involved faculty member and the building administrator or designee to attempt to resolve the conflict within one (1) school day of the conflict.
2. If the conflict is not resolved, the student may appeal the matter in writing within two (2) school days from the date of the above meeting to the building administrator or designee.
2. When writing the concern to the building administrator or designee, the student should describe:
  - a. The problem: who, what, where, when, and to whom.
  - b. Evidence or facts available to support the student's concern.
3. A faculty panel made up of Willoughby-Eastlake City Schools faculty members will gather both written and verbal information from all involved parties.
4. A faculty panel will act as a mediator at a scheduled meeting of all involved persons not more than ten (10) school days from the date of the incident.
5. A designated member of the faculty panel will issue a decision in writing to all parties involved.
6. If the student is dissatisfied with the faculty panel's decision, within two (2) school days of the panel's decision, the student may submit a written appeal requesting to meet with the Director of Nursing or designee.
7. The decision of the Director of Nursing or designee will be considered final and will terminate the process within the school. The Director of Nursing or designee will issue a decision in writing to all parties involved.
8. After a student has completed the internal grievance and appeal procedure, the student may continue their appeal by contacting:

COUNCIL ON OCCUPATIONAL EDUCATION  
7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350  
(770)396-3898 or (800) 917-2081  
Facsimile (770)396-3790  
[www.council.org](http://www.council.org)

and/or

OHIO DEPARTMENT OF HIGHER EDUCATION  
25 South Front Street, Columbus, OH 43215  
(614) 466-6000  
Facsimile (614) 466-5866  
<https://www.ohiohighered.org/students/complaints>