

**NEOSHO COUNTY COMMUNITY COLLEGE
MARY GRIMES SCHOOL OF NURSING**

Concerns, Grievances, and Appeals Policy

Purpose Statement

The purpose of this policy is to allow students a formal way of communicating concerns, grievances, and appeals using the proper chain of command. This process is used in practice and is designed to help the student build problem-solving skills for application to the professional role.

Concerns: First step

The student-faculty representative is responsible for taking the nursing classes' program concerns to faculty meetings for discussion. The student-faculty representative is not responsible for presenting individual concerns or those that involve a minority of students.

Individual, non-disciplinary, student concerns should be conveyed to the appropriate parties. If student concerns are not resolved the next step in the process is to file a grievance. This form is obtained from the Nursing Administrative Assistant on each campus.

Test items are reviewed per the Testing policy, please refer to the Student Handbook to submit questions to faculty. [Testing Policy- Student.](#)

Grievances: Second Step

Any student adversely affected by a disciplinary decision made by a representative of the nursing program may file a Nursing Program Concerns and Grievance Form using the nursing chain of command. **A grievance must be filed within 5 business days of the occurrence.**

Procedure for Filing the Nursing Program Concerns and Grievance Form

All nursing student grievances related to the nursing program should initially be presented in writing to:

- **Nursing instructor most directly involved in the situation**

If the concern/grievance is not resolved upon initial discussion, the student may then follow the nursing chain of command to pursue resolution of the matter in the following order:

- Course Coordinator
- Site Coordinator/Assistant Director of Nursing
- Director of Nursing

The Director of Nursing will review the concern/grievance with the nursing faculty, if deemed appropriate, and notify the student of the Director of Nursing's decision.

If a student wishes to have a mediator at any point in this process, the student can request a mediator by contacting the Director of Nursing or Assistant Director depending on the campus on which the student is located. The student is allowed to make suggestions for a mediator but the Director of Nursing has the final decision on the appointment of a mediator. (Nursing faculty members are not allowed to be mediators as they could be biased in favor of the program.)

If the student is not satisfied with the decision of the Director of Nursing and if the grievance is related to disciplinary action of the nursing department, the student may then appeal this decision, using the Student Grievance Procedure located in the NCCC Student Handbook.

Appeals

In the instance where the student's concern involves a dispute over the final grade in a course or an issue of academic honesty, the nursing student shall follow the NCCC Academic Appeals process located in the NCCC College Catalog, [College Catalog](#), and pg. 43.

Adopted: unknown

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