Policy Title: **Academic Grievance**  
Policy Number: **20-04.23**  
Applies to: Students enrolled in courses with the OHSU School of Nursing.

1.0 **POLICY STATEMENT**  
Students as individuals or as a group, have the right to submit grievances for matters that they deem to be unfair or unreasonable on the part of the SON or an individual or individuals representing the SON. This policy provides a structure for the resolution of grievances when informal resolution is not possible or is unsatisfactory to the student.

All records/materials associated with a student grievance will be kept confidentially, as part of the student’s record, in the School of Nursing in accordance with OHSU records and retention policies.

2.0 **DEFINITIONS**

2.1 Students: Degree and non-degree students taking courses in OHSU School of Nursing programs which includes all campuses, Ashland, Klamath Falls, La Grande, Monmouth and Portland and distance students.

2.2 Grievance: Any complaint alleging unfair or unreasonable treatment, process or practice in the academic setting. Students are not allowed to grieve a grade per se. Allegations of discriminatory practices (sex, race, ethnicity or national origin, disability, marital status, sexual orientation, age) are handled by OHSU Affirmative Action/Equal Opportunity offices.

3.0 **RESPONSIBILITIES**

For academic progression and course related grievances, students are responsible for working with faculty members to try to resolve the matter informally.

If students are not able to resolve a matter with the individual course instructor or faculty member, the student may contact the program director or campus associate dean. The program director or campus associate dean is responsible for assisting with course related grievances; grievances related to failure of benchmarks; making a decision regarding the grievance; and informing the student of the decision.

4.0 **PROCEDURES**

A student who wishes to file a grievance is encouraged to first discuss the problem with the individual(s) involved. In the case of a grade or course related grievance, the student should direct the concern to the course instructor. If the student is not satisfied with this informal
attempt at resolution, or if the student is unable, for any reason, to discuss the matter with the individual(s) involved, students may file their grievance with the Program Directors or Campus Associate Deans within 10 business days.

4.1 The Program Directors or Campus Associate Deans will contact the individual(s) involved, review the materials, and make the decision(s) within 10 business days from first receiving the student(s)’ written grievance. The student(s) will be notified in writing of the decision regarding the grievance.

4.2 The student(s) may appeal decision(s) of the Program Directors or Campus Associate Deans to the appropriate Senior Associate Dean within 10 business days from receiving the written notification. The student(s) will be notified in writing of the Senior Associate Dean’s decision regarding the grievance.

4.3 The student may appeal the decision of the Senior Associate Dean to the SON Dean within 10 business days from receiving the written notification. The student(s) will be notified in writing of the Dean’s decision regarding the grievance.

4.4 Upon receiving written notification of the Dean’s decision, the student(s) may appeal the decision to the OHSU Provost under certain circumstances outlined in Policy 02-30-050. Appeals to the provost must be received within 30 days of the student’s notification from the Dean. The provost will review the matter and notify the student within 10 to 30 days.

5.0 RELATED POLICIES
Student Dismissal, Grievance and Appeal Procedure
Policy No. 02-30-050
Student Records - Locations and Custody of Student Records
Policy No. 02-20-015
Student Records - Confidential Records - Restrictions on Release
Policy No. 02-20-025

6.0 KEY SEARCH WORDS
Grievance, student records, appeal,

7.0 REVISION HISTORY

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<td>1/27/2014</td>
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Responsible Officer: Dean, School of Nursing
Policy Contact: Senior Associate Dean of Academic and Student Affairs.