

NURSING COMPLAINT POLICIES

Nursing

The Lienhard School of Nursing strives to provide an environment of mutual respect, cooperation and understanding. Notwithstanding this commitment, problems and concerns sometimes occur. Resources and procedures are available to students for resolving complaints and addressing concerns. For example, concerns about violations of University policies are addressed through the University Grievance Procedure: Student Grievance procedure (<https://www.pace.edu/student-handbook/university-policies-disciplinary-and-grievance-procedures/university-grievance/>). Complaints of discrimination and harassment are addressed by the University's affirmative action officer. The Lienhard School of Nursing Academic Progression and Appeals Committee decides appeals of decisions dismissing students from nursing programs and the Lienhard School of Nursing for failing to satisfy the applicable academic standards. The Counseling Center offers personal, education, vocational counseling and resources and support services to students with disabilities (additional information about these resources and procedures, as well as others, may be found on the Pace University website (<https://www.pace.edu/counseling/>)).

Concerns or complaints about the Lienhard School of Nursing that are outside the scope of any existing University or Lienhard School of Nursing procedure may be addressed in accordance with the following procedure: The complaint must be in writing and contain the date, the student's name, telephone number, and email address, the program in which the student is enrolled, and as much detail as possible about the student's concerns.

Complaints or concerns about Lienhard School of Nursing undergraduate programs should be submitted to the director of the program in which the student is enrolled; concerns about graduate program should be submitted to the applicable graduate program director; and concerns about the Clinical Education Laboratory should be submitted to the Lienhard School of Nursing associate dean for administration.

The program director or the associate dean for administration (or their respective designees) will, in a timely manner, investigate the complaint, take appropriate action, and notify the student of the resolution of the matter. If the student is not satisfied with the resolution, the student may, within five (5) business days of date of the notification, appeal the resolution in writing to the associate dean for academic nursing.