

Student Grievance Policy and Procedure

(Revised 9/29/10)

Eastern Illinois University has established policies and procedures for various student appeal/ grievance situations. If a student has a grievance that is addressed by University policy, the relevant policy and procedure is to be followed. Many of the EIU policies that specify an appeal/ grievance process are listed at the end of this document. Students are responsible for being knowledgeable of University policies and formal grievance procedures.

The Nursing Program has an established policy and procedure for the appeal of admission, progression, and graduation decisions by the Program. If a student wishes to make such an appeal, the relevant policy and procedure is to be followed. The Nursing Program Appeal Policy and Procedure for Admission, Progression, and Graduation Decisions is available on the nursing website, in the *Student Handbook*, or from the Nursing Office.

The Nursing Program's Student Grievance Policy and Procedure is designed to be congruent with and complement EIU policies. It is to be followed for any grievance that is not addressed by University or other Nursing Program policies. Students are encouraged to attempt to resolve issues, concerns, or complaints informally when possible.

The Nursing Program's Student Grievance Form provides documentation of the grievance process within the Nursing Program when the grievance is not covered by EIU policies. These forms will be kept in a separate locked file in the nursing office. They will not be part of, nor included in, the student's file.

The grievance process includes the following steps:

1. Discuss the issue, concern, or complaint with the appropriate faculty member. Discuss initially with the Program Director (Director) if the complaint concerns the Director. If unresolved, proceed to step two.
2. Complete Section One of the Student Grievance Form which is available on the nursing website, in the *Student Handbook* (Appendix E), or from the Nursing Office.
3. Submit the Student Grievance Form to the Program Director (Director) within one semester of the occurrence of the stated issue, concern, or complaint.
4. The Director will schedule a meeting with the student within two weeks of receipt of the Grievance Form.
5. The purpose of a meeting with the Director is for the student to clarify and expand on the reasons for the grievance, to answer questions from the Director about the situation, and to attempt resolution of the problem to the student's satisfaction.
6. Subsequent to the above described meeting, Section Two of the Student Grievance Form (Student/Director Meeting Summary) will be completed and signed by the Director. The student may make written comments if desired and will also sign the form.
7. If the issue has been resolved to the student's satisfaction after meeting with the Director, Section Four of the Student Grievance Form (Outcome of Student Grievance Process) will also be completed and signed by the Director. The student may make written comments if desired and will also sign the form.

8. If the student remains dissatisfied, the Director will arrange to meet jointly with the student and involved faculty member(s) within two weeks of the student/Director meeting.

9. The purpose of a joint meeting of the student, Director, and involved faculty member(s) is for the student to further clarify and expand on the reasons for the grievance, to answer questions from the Director and faculty member(s) about the situation, and to attempt resolution of the problem to the student's satisfaction.

10. Subsequent to the above described meeting, Section Three of the Student Grievance Form (Student/Director/Faculty Meeting Summary) will be completed and signed by the Director. The student and faculty member(s) may make written comments if desired and will also sign the form.

11. Whether or not the issue has been resolved to the student's satisfaction after the joint student/Director/faculty meeting, Section Four of the Student Grievance Form (Outcome of Student Grievance Process) will also be completed and signed by the Director. The student and faculty member(s) may make written comments if desired and will also sign the form.

12. If Section Four indicates "Issue resolved," no further action will be taken. If it indicates, "Student directed to formal University grievance process," and the student wishes to pursue the issue, he or she may consult the EIU Internal Governing Policy (IGP) most closely related to the nature of the grievance and follow University policy to continue the grievance process. Many of the policies that specify an appeal/grievance process are listed below and can be found via links from the Student Affairs Office website.

Student Affairs Office: www.eiu.edu/~stuaff

Policies and Procedures: <http://www.eiu.edu/~stuaff/policies/index.php>

Student Conduct Code: http://www.eiu.edu/~judicial/student_conduct_code.html

Student Legal Service: <http://www.eiu.edu/%7Esls/>

Office of Civil Rights and Diversity: <http://www.eiu.edu/~civil/>

EIU Internal Governing Policies: <http://www.eiu.edu/%7Eauditing/IGP/index.html>

Academic Affairs (Section III)

Students (Section IV)

Services for Students with Disabilities:

<http://www.eiu.edu/%7Eauditing/IGP/policy62.html>

Student Withdrawal: <http://www.eiu.edu/%7Eauditing/IGP/policy65.html>

Transcripts: <http://www.eiu.edu/%7Eauditing/IGP/policy66.html>

Student Conduct and Discipline:

<http://www.eiu.edu/%7Eauditing/IGP/policy75.html>