

Policy Statement: Institutional Record of Student Complaints

In compliance with accreditation standards, Helene Fuld College of Nursing (HFCN) has set forth the following procedures and policies related to the monitoring student complaints and the regular analysis of such information to improve the effectiveness of the college's adjudicative processes.

Definition of Complaint.

"A complaint is a formal, signed request for adjudicative or deliberative action, delivered directly (in-person, by authenticated email or a legal representative) to a relevant administrative office of the College".

Inclusion Criteria.

The complaint must specify the following 3 items:

- the nature, date and time of the alleged infraction or policy violation
- identify the person(s) and/or office(s) alleged to be in violation of relevant policies and procedures
- identify a reasonable and appropriate form of redress available under the existing relevant College policies.

Monitoring.

Categories of Complaint	
Category	Refer Complaints to
Sexual Misconduct/ Sexual Harassment	Title IX Coordinator
Discrimination/Bias/Campus Policies and Procedures/Title IX	Title IX Coordinator
Violations of Disability Accommodations (campus/local/state/federal)	VP Student Services
FERPA Violations	VP Student Services

Data.

Intermittently as needed, and annually, at the conclusion of each academic year, the data analyst and/or the Accreditation Liaison Officer will gather information for investigating and adjudicating complaints. Data retrieved will be reviewed for the following:

- the count of unique complaints initiated in that academic year
- the number of complaints resolved by findings through the relevant adjudicative or deliberative processes including the number of complaints resolved by means of an official sanction involving a student, employee, or department of the College
- the number of complaints still under adjudication
- the number of complaints closed without resolution and/or without finding

Complaint Data Availability. As required under the regulatory provisions of Title IV, the College will provide when requested in writing (including by authenticated email) summary data for the past five academic years on complaints initiated and resolved within the four categories identified in this policy.

Complaint Data Analysis/Assessment.

During the annual review of complaint tabulations, the data analyst and/or the Accreditation Liaison Officer will look for meaningful patterns, trends and any other information that might inform or help improve the effectiveness of HFCN policies and adjudicatory procedures.

Complaint Policy Limitations.

Nothing in this policy limits or supersedes pre-existing or continuing department-level tracking, processing, and assessment of complaints. Nor does it obviate departments from reporting student complaint data under other statutory, regulatory, or non-governmental agency provisions: for example, data collected and published under the Cleary Act.