Policy for Filing a Formal Complaint

We define a formal complaint as a written report from a student or other constituent that expresses a serious concern about the quality of any of our nursing programs or the conduct of a faculty member or student. A formal complaint should be initiated when all other appropriate university and/or college channels have failed to produce a satisfactory resolution from the point of view of the complainant.

Process for Filing:

1. The first step in any disagreement or conflict is to directly discuss it with the person(s) involved.
2. If there has not been satisfactory resolution, the complainant may utilize the appropriate process in the applicable University or College Regulation or policy for resolution. For example, there is an Academic Integrity and Academic Action Appeal Policy, special circumstances withdrawal regulations, and others. Visit the Western Carolina University catalog, The Record, for University Regulations and Policies. Visit the School of Nursing for more information about our department.