Western Carolina University
School of Nursing

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. See http://catalog.wcu.edu/content.php?catoid=25&navoid=469 for University Regulations and Policies. See http://www.wcu.edu/4197.asp for School of Nursing student handbooks and policies.
3. If there is no University or School regulation or policy to govern the nature of the complaint, this form should be completed and forwarded the Director's Office. The Director or designee will investigate and will maintain a file of all formal complaints and resolutions.

   Complaints can be submitted via email, fax or mailed to:

   Email: jneubrander@wcu.edu
   Fax: 828-654-6507 fax
   Mail: WCU School of Nursing at Biltmore Park
   28 Schenck Parkway, Suite 309
   Asheville, NC 28803

Formal Complaint Form

Name of Person Filing Complaint: _____

Program (if student): _____

If you are not a student, what is the nature of your relationship to the School of Nursing:

_____

Email Address: _____Phone: _____

In your own words, and as concisely as possible, please describe the nature of the complaint:

What have you done so far to resolve this complaint directly with persons involved or through established University procedures?