

Student Complaints and Grievance Policy Faculty of Nursing

1.0 Purpose and Definitions

The purpose of this document is to provide guidelines for formal student grievances to ensure objective and timely responses to students. This framework establishes a clear and accessible process to raise concerns, ensures that grievances are handled impartially, consistently, and comply with all relevant legal frameworks, and supports continuous improvement in the university's services through student feedback.

- **Complaint (Informal):** An expression of dissatisfaction that can often be resolved quickly and informally through discussion in the course of everyday relationships.
- **Grievance (Formal):** Any signed, written claim brought by a student alleging discriminatory, improper, or arbitrary treatment.
- **Complainant:** A student or group of students making a complaint or grievance.
- **Respondent:** A person or department against whom a complaint or grievance is made.

2.0 Instructions

• **Scope & Boundaries:** This policy applies to student informal complaints and formal grievances regarding any aspect of the teaching and learning process within the Faculty of Nursing (FON), including on-campus and external clinical areas. Non-academic complaints not directly related to the FON are governed by the official Al-Ahliyya Amman University Complaints and Suggestions Procedure (routed to the Deanship of Student Affairs). Academic grade reviews (exam grade objections) are strictly outside the scope of this policy and require the "Exam Grade Objection Request Form" (LT-F12-08-001). Grievances involving breaches of nursing ethics may be escalated to a university student Professional Conduct committee.

• **Core Principles:** All parties will be treated fairly, with respect, and without prejudice. Furthermore, no student shall face academic retaliation, grading bias, or harassment for filing a grievance in good faith. Confidentiality must be strictly respected to safeguard individuals, and information will be shared only on a strict need-to-know basis. Malicious or anonymous grievances will not be addressed and may result in disciplinary action, except for those involving severe ethical violations, patient safety risks, or high-risk harassment, which will be reviewed on a case-by-case basis.

• **Informal Resolution Phase:** Students are encouraged to address informal complaints directly with instructors or department heads as early as possible to find a constructive resolution.

• **Formal Procedure Phase:** If informal resolution fails, students may submit a formal written grievance containing all relevant names, dates, and a brief description of the actions, along with supporting evidence. Submissions can be made via Grievance Box, the FON website link, or directly to the Dean.

- **Committee Investigation:** The Assistant Dean for Student Affairs or Vice Dean reviews the submission. Valid grievances are discussed in an administrative meeting. If unresolved, the Dean forms a formal three-member committee (Assistant Dean for Student Affairs, relevant Department Head, and a neutral faculty member). Meetings must not be electronically recorded by any party.
- **Timelines & Documentation:** The respondent must receive written notification at least 48 hours before any hearing. Investigations must be concluded within two working weeks, and final decisions must be made within three working weeks from the initial submission. All documentation is kept strictly confidential and preserved in the Vice-Dean's office for three years. If deemed appropriate, feedback may be provided to the complainant within one week of the grievance's resolution.
- **Appeals Process:** Complainants dissatisfied with a decision may submit a written appeal to the Dean of Nursing within two weeks of receiving the initial outcome. The appeal must outline the specific grounds for reconsideration and include any supporting new evidence. Upon receipt of the appeal, the Dean will form an Appeals Committee tasked with reviewing the case and conducting additional investigations as needed. The Appeals Committee will render a written decision within 14 working days of receiving the appeal. This decision is conclusive and marks the final stage of the Faculty of Nursing (FON) complaints process.
- **Withdrawal of a Complaint:** A complainant retains the right to officially withdraw their complaint at any stage prior to a final determination, provided a written request stating the reason for withdrawal is submitted to the designated authority. Upon processing the written request, the complaint is formally closed and archived as "withdrawn". The FON reserves the right to proceed with an investigation and implement corrective or disciplinary measures if the matter involves public interest, severe policy breaches, or quality standard violations.

3.0 Student Formal Grievance Submission Form

Department		Academic Year	
Semester		Student's Name	
Student ID Number		Submission Date	
Contact Email / Phone		Date of Incident	

Grievance Details

Narrative Description (Must be detailed and objective)

(Please provide a detailed description of the incident, including what happened, when it happened, and who was involved. List any attached evidence.)

Informal Steps Taken

(Please detail any attempts made to resolve this issue informally with the instructor or department head prior to this formal submission.)

Name of Complainant (Student)

Signature

Date

Initial Review by Assistant Dean / Vice Dean for Academic Affairs

Comments/Routing:

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Name & Signature:

Recommendation of the Investigating Committee

Committee Findings:

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Signatures of Committee Members:

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- 2.
- 3.

Dean's Final Decision

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- Name & Signature of Faculty Dean: _____
- Date: _____

نموذج تقديم شكوى رسمية من الطالب

	القسم الأكاديمي:		العام الدراسي:
	اسم الطالب:		الفصل الدراسي:
	تاريخ تقديم الشكوى:		الرقم الجامعي:
	تاريخ وقوع الحادثة:		البريد الإلكتروني / رقم الهاتف:

تفاصيل الشكوى

الوصف السردي للشكوى (يجب أن يكون تفصيلياً وموضوعياً):
مع إدراج قائمة بالأدلة/الوثائق (يُرجى تقديم وصف تفصيلي للحادثة، يتضمن ما حدث، وتاريخ وقوعه، والأطراف المشاركة فيها، المرفقة إن وجدت).

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الخطوات الودية / غير الرسمية		
(يُرجى توضيح أي محاولات تمت لحل هذه المسألة بشكل ودي مع مدرس المادة أو رئيس القسم قبل تقديم هذه الشكوى الرسمية).		
اسم المشتكي (الطالب):	التوقيع:	التاريخ:

المراجعة الأولية من قِبَل مساعد العميد / نائب العميد للشؤون الأكاديمية

الملاحظات / التوجيه :

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الاسم والتوقيع: _____

توصية لجنة التحقيق

نتائج وتوصيات اللجنة

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تواقيع أعضاء اللجنة :

- 1.
- 2.
- 3.

القرار النهائي لعميد الكلية

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التاريخ: _____

اسم وتوقيع عميد الكلية: _____