

JRCERT COMPLAINT RESOLUTION POLICY

As mandated by the Standards of the JRCERT <https://www.jrcert.org/programs-faculty/jrcert-standards/> the program is committed to serving and protecting the educational opportunities of all of the students and assures that any complaint made to the JRCERT will be handled professionally and expeditiously. The complaint resolution policy is as follows:

1. The student should make every effort to resolve the complaint using the student appeals procedure.
2. The appropriate university or program authority will investigate the complaint.
3. If the complaint cannot be resolved in this manner the student shall submit a complaint to the JRCERT explaining the nature of the complaint.
4. The program will adhere to recommendations of JRCERT.

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STUDENT APPEALS PROCEDURES

When complaints about academic or non-academic matters cannot be resolved within the department, the procedure outlined below will be implemented. Any person may bring program-related complaints to the attention of the program director. In all cases, the right of the student and/or faculty to due process shall be protected.

1. A written report shall be submitted to the program director explaining the complaint and identifying the individual(s) involved.
2. Upon receipt of the report, an initial conference between the program director, individuals directly involved, and clinical and/or program faculty meeting will be held to discuss the complaint.
3. If the complaint cannot be settled by the initial conference, any of the individuals directly involved may request, in writing, the appointment of an ad hoc committee to review the complaint and make recommendations. The Dean of Allied Health Sciences and Nursing shall appoint an ad hoc committee.
4. The ad hoc committee shall hold a hearing at which time the involved parties will be given an opportunity to present their views. Examination of pertinent documents and/or witnesses may take place, if indicated.
5. Following the hearing, the ad hoc committee will send its recommendations to the individual who appointed the committee.
6. The Dean of Allied Health Sciences and Nursing will then forward the decision of the ad hoc committee to the Program Director. The decision shall be in writing and shall state the complaint, action(s) to be taken and the reasons therefore.
7. The decision of the Dean of Allied Health Sciences and Nursing is rendered to Parties involved. If the decision does not provide a resolution, the parties involved have the right to appeal the decision to the Vice-Chancellor of Academic and Work Force Development.
8. The Vice-Chancellor of Academic Affairs and Work Force Development or Student Affairs will initiate the appeals process

The procedure outlined in this document shall be completed within three (3) weeks of receipt of the initial complaint or within two (2) weeks of receipt of request for review by an ad hoc committee.

SUMMARY OF STUDENT APPEALS PROCEDURE

Attempt to Resolve
Problem Informally

End

Problem Unresolved

Submit Written
Report To Program
Director

Initial Conference
Convened

End

Problem Unresolved

Request
Appointment of Ad
Hoc Committee

Ad Hoc Committee Hearing

Committee
Recommendation to
Dean

Decision of Dean of Allied Health and Nursing

End

Problem Unresolved

Office of Academic or Student Affairs

Appeals Procedure initiated