Mennonite College of Nursing Student Grievance Policy

Mennonite College of Nursing endorses the Student Grievance Process of Illinois State University as outlined in the following website:
http://www.deanofstudents.ilstu.edu/crr/conflict_resolution/student_grievance_process.html

As outlined in this policy, “A grievance is defined as a complaint arising out of any alleged unauthorized or unjustified act or decision by a member of the University community which in any way adversely affects the status, rights, or privileges of any student. Typically, grievances are a response to an action that has been taken against a student by a faculty or staff member that is without justification or basic fairness. Most often, grievances arise based on a student's belief that a grade awarded in a class was unfair and not in accordance with the work performed. In other cases, students might be deprived of their status, rights, or privileges based on an arbitrary and/or capricious action..”

What a student at Mennonite College of Nursing must do to file a grievance:

Informal Process

1. If a student has a grievance or complaint, the student should attempt an informal resolution with the faculty or staff member in question.
2. If this proves unsuccessful, the student should seek informal resolution with the course coordinator (for clinical courses).

Formal Process

If an informal resolution is not successful, the student may proceed to initiating a formal complaint/grievance.

1. To initiate the formal process, the student must file a written formal complaint within 30 working days of the alleged grievance. The written complaint must:

   - Be word processed
   - Be signed and dated
   - Include student current address and phone number
   - Be concise and specific, with names and dates wherever relevant and possible
   - Clearly state the act or decision being challenged
   - Clearly state why the act or decision is unauthorized or unjust
Briefly describe your attempts to reach an agreement through informal discussions with the instructor and/or course coordinators.

Failure to include all required information will result in a delay of the grievance process. Written complaints will not be reviewed until all information is provided.

2. The Program Director will review the formal complaint and meet with the student and/or faculty/staff member within 10 working days of receipt of the complaint.

3. The Program Director will attempt to facilitate resolution of the grievance at the College level.

4. If a resolution is not achieved within the College, a grievance request may be filed by the student with the University Community Rights and Responsibilities Office or the Office of Diversity and Affirmative Action as appropriate.

5. Information about the grievance process can be obtained through the Illinois State University Community Rights and Responsibilities website at http://www.deanofstudents.ilstu.edu/crr/conflict_resolution/conflict_resolution_services.html#Grievance.

Community Rights & Responsibilities is responsible for coordinating the formal student grievance process at the university level. This process exists to provide students an opportunity to request that the University review actions or decisions of University faculty and staff members. The Student Grievance Committee is responsible for reviewing student complaints and investigating cases it deems necessary of investigation.

If a student is not sure whether or not the action in question can be challenged through the grievance process, please contact Community Rights & Responsibilities at (309) 438-8621.