



## **PROCEDURES FOR MAKING MODIFICATIONS AND IMPROVEMENTS TO THE INSTITUTION AS A RESULT OF INFORMATION OBTAINED IN HANDLING STUDENT COMPLAINTS.**

The Puerto Rico School of Nurse Anesthetists uses the information gathered in the handling of students' situations to modify or improve the institutional processes and policies. Once a student presents a complaint, the follow-up process is completely confidential. During this process, the students may receive orientations about different institutional policies.

Some of the ways that the PRSNA uses the information from student complaints are:

- I. When a complaint is received, first it is evaluated to determine the steps to be followed. If the situation presented by the student is not currently considered in any policy or bylaw, the situation will be presented to the Chief Executive Officer and the Dean of Academic Affairs who will work with the creation, modification or revision of regulations or processes.
- II. The Chief Executive Officer and the Dean of Academic Affairs manage all the situations and makes recommendations to the offices that generated the complaints.
- III. The PRSNA develops and publishes annual reports that evidence the different improvements and these reports are discussed in faculty and staff meetings. Also, the modifications, creation or revisions of policies are widely circulated and published through the PRSNA Web page.