



Puerto Rico School of Nurse Anesthetists Student Complaint/Grievance Policy

INTRODUCTION

PRSNA expects that our students demonstrate the highest standards of integrity and to conduct as professionals. At the same time, students expect faculty and staff members to demonstrate integrity while applying principles of fairness and respect.

When a student presents any grievance concerning faculty or staff members, they are taken very seriously and are treated with sensitivity and urgency.

Students, future students or alumni may complain about any situation in which they feel their rights have been violated, have NOT received adequate services from the institution on the part of any PRSNA staff, and or have NOT been treated with respect, dignity or justice at PRSNA.

The affected person may initiate a complaint process as established in the Student Complaint/Grievance Policy. The aim of this policy is to provide processes that enable concerns to be addressed quickly, without fear of reprisal pertaining to the source of the concern as practicable.

SCOPE OF THE POLICY

The policy will apply to management of grievances arising between the following parties:

1. Student: student
2. Student: faculty or staff member
3. Student: external agency (e.g. Hospitals of clinical practice)

In relation to non-academic grievances, the term “complainant” applies to both current students of PRSNA and persons seeking to enroll with PRSNA. At any time, complaints can be discussed with the person/s involved.

BEFORE A COMPLAINT

Complainants are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. The concern can first be discussed with Counselor who can direct and give the complainant an advice. If the concern still has not been resolved, a complaint can be presented.

PRESENTING A COMPLAINT

If a person cannot resolve the issue informally and they wish to present a formal complaint, they should:

1. Fill out the Complaint form. It should detail the complaint and the steps that have been taken so far.

****Note:** Complaints on behalf of someone else will not be accepted, and it is important to understand that it is a serious procedure and it will be investigated.

5. Be aware that the staff member, faculty or person involved in the complaint will be informed that a complaint has been made against them or in relation to a decision they have made.

7. The Counselor will acknowledge receipt in writing within 5 days.

PROCEDURE

Before describing the procedure of complaints, it is necessary to understand there are two types of complaints:

- Academic complaint – these are the complaints that include issues related to the students' progress, assessment of student learning and curriculum.
- Non-academic' complaint – these are complaints that cover all other issues, including situations that are related to any personal information.

During all stages of this procedure PRSNA will:

- Ensure that the complainant and any respondent will not be victimized or discriminated against.
- Ensure that the complainant has an opportunity to formally present their case and each party to a grievance.
- Ensure that the complainant may be accompanied and assisted by a support person at any relevant meetings
- Ensure that a full explanation in writing for decisions and actions are taken and presented as part of the process
- Immediately implement any decision and/or corrective action as a result of the complaint process.
- Guarantee that there is no cost to the complainant during the internal process of the complaint.

Steps for a Grievance/Complaint

- **Stage one – informal grievance:**

The student can talk to any of the academic or PRSNA staff, including the Counselor, about their grievance. If the matter is not resolved, then the student can present a formal grievance.

- **Stage two – formal grievance**

The student should complete the grievance/complaints form and include all supporting documents. The form can be downloaded from the PRSNA web site.

Formal grievances must be submitted in writing marked to the attention of the Counselor as follows:

656 Ave. Ponce de León P-1, San Juan, P.R, 00918

Receipt of the grievance will be acknowledged in writing. The grievance handling process will commence within 10 working days of the receipt of the formal grievance. PRSNA will consider all reasonable measures to finalize the process in a timely manner.

GRIEVANCE/COMPLAINT OF ACADEMIC NATURE

If the grievance is of an academic nature the following will be the complaint process:

- Once the grievance is received, the Counselor will inform the Program Director to handle the grievance.
- The Program Director will seek to clarify the outcome that the complainant hopes to achieve. Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview the complainant or respondent may ask another person to accompany them.
- The Program Director will then seek to resolve the grievance and will provide a written report to the complainant on the steps taken to address the grievance. The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal grievance.

INTERNAL APPEAL

- If a complainant is dissatisfied with the outcome of their formal grievance, they may present an appeal to the Dean of Academic Affairs within 15 working days of receiving notification of the outcome of their formal grievance.
The student must complete the appeal form (can be downloaded from PRSNA web site).
- The Dean of Academic Affairs will consult with the complainant and other relevant parties within ten working days. Where possible such consultations should take the form

of face-to-face meetings. The complainant or the respondent may ask another person to accompany them to these interviews.

- The Dean of Academic Affairs will provide a written report to the complainant advising the further steps taken to address the grievance, including the reasons for the decision, within ten working days. The report will further advise the complainant of their right to present an appeal to the Chief Executive Officer if they are not satisfied with the outcome.
- If a complainant is dissatisfied with the outcome, they may present an appeal to the Chief Executive Officer within 15 working days of receiving notification of the outcome of their formal grievance.
The student must complete the appeal form (can be downloaded from PRSNA web site).
- The Chief Executive Officer will consult with the complainant and other relevant parties within ten working days. Where possible such consultations should take the form of face-to-face meetings. The complainant or the respondent may ask another person to accompany them to these interviews.
- The Chief Executive Officer will provide a written report to the complainant advising the further steps taken to address the grievance, including the reasons for the decision, within ten working days. The report will further advise the complainant of their right to present an appeal to the Board of Directors of PRSNA.
- If a complainant is dissatisfied with the outcome, they may present an appeal to the Board of Directors within 15 working days of receiving notification of the outcome of their formal grievance.
The student must complete the appeal form (can be downloaded from PRSNA web site).
- The Board of Directors will consult with the complainant and other relevant parties within ten working days. Where possible such consultations should take the form of face-to-face meetings. The complainant or the respondent may ask another person to accompany them to these interviews.
- The Board of Directors will provide a written report to the complainant advising the further steps taken to address the grievance, including the reasons for the decision, within ten working days.

GRIEVANCE/COMPLAINT OF NON-ACADEMIC NATURE

If the grievance is of a non-academic nature the following will be the complaint process:

- Once the grievance is received, the Counselor will inform the Chief Executive Officer to handle the grievance.
- The Chief Executive Officer will seek to clarify the outcome that the complainant hopes to achieve. Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview the complainant or respondent may ask another person to accompany them.
- The Chief Executive Officer will then seek to resolve the grievance and will provide a written report to the complainant on the steps taken to address the grievance. The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal grievance.

INTERNAL APPEAL

If a complainant is dissatisfied with the outcome of their formal grievance, they may present an appeal to the Dean of Academic Affairs within 15 working days of receiving notification of the outcome of their formal grievance.

The student must complete the appeal form (can be downloaded from PRSNA web site).

- The Dean of Academic Affairs will consult with the complainant and other relevant parties. Where possible, such consultations should take the form of face-to-face meetings. The complainant or the respondent may ask another person to accompany them to these interviews.
- The Dean of Academic Affairs will provide a written report to the complainant advising the further steps taken to address the grievance, including the reasons for the decision. The report will further advise the complainant of their right to present an appeal to the Chief Executive Officer if they are not satisfied with the outcome.
- If a complainant is dissatisfied with the outcome, they may present an appeal to the Chief Executive Officer within 15 working days of receiving notification of the outcome of their formal grievance. The student must complete the appeal form (can be downloaded from PRSNA web site).
- The Chief Executive Officer will consult with the complainant and other relevant parties. Where possible, such consultations should take the form of face-to-face meetings. The complainant or the respondent may ask another person to accompany them to these interviews.
- The Chief Executive Officer will provide a written report to the complainant advising the further steps taken to address the grievance, including the reasons for the decision. The report will further advise the complainant of their right to present an appeal to the Board of Directors of PRSNA.
- If a complainant is dissatisfied with the outcome, they may present an appeal to the Board of Directors within 15 working days of receiving notification of the outcome of their formal grievance. The student must complete the appeal form (can be downloaded from PRSNA web site).
- The Board of Directors will consult with the complainant and other relevant parties. Where possible such consultations should take the form of face-to-face meetings. The complainant or the respondent may ask another person to accompany them to these interviews.
- The Board of Directors will provide a written report to the complainant advising the further steps taken to address the grievance, including the reasons for the decision.
- The Puerto Rico School of Nurse Anesthetists will work to address the complaint within three months.

- If a complainant is dissatisfied with the outcome, they may present an appeal to the

Puerto Rico Board of Post-Secondary Institutions
PO BOX 19900
San Juan PR 00910-1900

The complainant should follow the steps presented by the Puerto Rico Board of Post-Secondary Institutions

- If a complainant is dissatisfied with the outcome, they may also present an appeal to the Accrediting Council for Independent Colleges and Institutions:

Accrediting Council for Independent Colleges and Institution
750 First Street NE Suite 980
Washington, DC 20002-4223

- If a complainant is dissatisfied with the outcome, they may also present an appeal to the Middle States Commission on Higher Education:

Middle States Commission on Higher Education (MSCHE)
3624 Market Street Philadelphia, PA 19104-2680

GRIEVANCE HANDLING PROCESS TIMELINE

PRSNA will work responsibly to handle all grievances in 10 working days. If the student is dissatisfied with the outcome and decides to appeal, each appealing will be processed between 10 and 15 working days. The goal of PRSNA is to resolve every grievance before 30 days from the day the formal grievance was received.

GRIEVANCE DATA AND RESULT OF INFORMATION

PRSNA will maintain a grievance record that is used to monitor cases and improve all of our internal procedures. This record is available through our webpage as part of the information for students and of the consumer information. The grievance record helps us to analyze information about grievance, conflict trends, personal and academic issues.

The result of any grievance gives the institution the opportunity to make changes and improvements when needed. The information about any grievance that is received, no matter if it was resolved immediately, will be provided to the Board of Directors and the President. The Dean of Academic Affairs and the Chief Executive Officer will be responsible of providing this information to the Board of Directors. The information will be discussed and analyzed in meetings. With the result of this analysis we can implement changes and continue managing grievance procedure in an efficient manner.

RECORD KEEPING & CONFIDENTIALITY

An annual report of all grievances handled under this procedure will be presented and published through our web site beginning December 2017. The outcomes of all grievances will be maintained for a period of at least five years to allow all parties to the grievance appropriate access to these records. All records relating to grievances will be treated as confidential.

This policy will be effective since November 2017.