



Standard Healthcare Services College of Nursing

STUDENT COMPLAINT/GRIEVANCE POLICY

Standard College's Student Complaint/Grievance Policy allows students who have a grievance to formally bring their concern to the school's attention. The Complaint/Grievance Policy is designed to address grievances promptly and fairly in an impartial manner, treating all individuals involved in the process with dignity and respect. A formal complaint at Standard College is defined as a written complaint by a student, staff or faculty member that is made following the Grievance Policy procedures about a perceived violation concerning a Standard College program policy, an institutional policy, a student consumer matter, the AAS program, the Practical Nursing Program, the Nurse Administrator, a course instructor, or an administrative staff member.

STEP ONE

Students are encouraged to make reasonable efforts to have the concern addressed informally to the person most directly involved with the issue, i.e., a staff member or a faculty member, and to work out a satisfactory resolution. If the situation involves the course instructor, the student may contact the Nurse Administrator, Dr. Rondine Douglas-Stanley, at rdouglas@standardcollege.edu

STEP TWO

In the event a satisfactory resolution is not reached after informal efforts are made to resolve the matter, or a student wishes to skip Step One, the student shall submit a written grievance within five (5) business days to the College. The grievance should state the nature of the grievance and the events that have transpired since the onset of the grievance. The student is encouraged to provide documentation of the incident to support the claim. The written grievance shall be emailed to Ms. Heather Ettus at hettus@standardcollege.edu or mailed to the school at 7600 Leesburg Pike, Suite 200 East, Falls Church, Virginia 22043.

STEP THREE

The Academic Review Committee (ARC) will conduct a fair and prompt investigation, including gathering relevant evidence and interviewing witnesses, as necessary. A written response shall be presented to the student generally within about ten (10) business days of receipt of the written grievance, depending on the complexity of the

grievance matter. The ARC will determine a final plan of action for resolving the grievance and what corrective action, if any, is to be taken.

Standard College accepts SCHEV oversight in resolving complaints for students taking distance education under the aegis of SARA. Students may contact SCHEV's council staff as a last resort if the school does not resolve the complaint to the student's satisfaction. When a satisfactory resolution of the problem is not obtained, the student may contact the following regulatory agency.

State Council of Higher Education for Virginia (SCHEV)

James Monroe Building
101 North 14th Street, 10th Floor
Richmond, VA 23219
Phone: (804) 225-2600 Fax: (804) 225-2604

RETALIATION POLICY

Retaliation against any person for initiating a complaint proceeding, reporting misconduct, assisting someone with a report of misconduct, or participating in an investigation or resolution of a complaint of misconduct, is strictly prohibited at Standard College. No student, staff or faculty member will be subject to unfair treatment or adverse action by any school official as a result of any involvement in a grievance or complaint matter. Any form of retaliation against a student, staff or faculty member for bringing a grievance or contacting an external agency will not be tolerated.