



## **Standard Healthcare Services College of Nursing**

### **STUDENT COMPLAINT/GRIEVANCE POLICY**

Standard Healthcare Services College of Nursing 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 LPN to RN Transition Program, the Practical Nursing Program, the Director of Nursing, 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 Director of Nursing, Dr. Adeline F. Mbendaka, at [ambendaka@standardcollege.onmicrosoft.com](mailto:ambendaka@standardcollege.onmicrosoft.com)

#### **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](mailto:hettus@standardcollege.edu) or mailed to the school at 8230 Leesburg Pike, Suite 500, Vienna, Virginia 22182.

#### **Step Three**

The Academic Review Committee (ARC) will conduct a prompt and thorough 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, 10<sup>th</sup> 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.

**SARA Student Complaint Process**

Every student deserves a positive educational experience. Sometimes a student's experience may not be what they anticipate, and the student may have a concern or a complaint. A student has the right to lodge a complaint or grievance.

Standard College ensures that all concerns and complaints of students are addressed fairly and are resolved promptly. Student complaints relating to consumer protection laws offered under the terms and conditions of the State Authorization Reciprocity Agreement (SARA), must first be filed with Standard College to seek resolution.

Standard College has authorized the SARA Virginia State Portal Entity to investigate and resolve allegations of dishonest or fraudulent activity, including the provision of false or misleading information.

A "Complaint" means a formal assertion in writing that a person, institution, state, agency, or other organization or entity operating under the provisions of the *SARA Policy Manual* has violated the policies set forth in the *SARA Policy Manual* or of laws, standards or regulations incorporated in the *SARA Policy Manual*. Relevant provisions include:

- Only those complaints resulting from distance education courses, activities, and operations provided by SARA-participating institutions to students in other SARA states

come under the coverage of SARA. Complaints about Standard College's in-state operations are to be resolved under the state's normal provisions, not those of SARA.

- Complaints against Standard College go first through the institution's own procedures for resolution of grievances. Allegations of criminal offenses or alleged violations of a state's general-purpose laws may be made directly to the relevant state agencies.
- If a student bringing a complaint is not satisfied with the outcome of Standard College's process for handling the complaint, the complaint (except for complaints about grades or student conduct violations) may be appealed, within two years of the incident about which the complaint is made, to the SARA Virginia Portal Entity.

The student must begin the complaint process with Standard College, and if resolution is not found, the student may contact the SARA Virginia State Portal Entity. The SARA Virginia State Portal Entity has final authority in SARA complaints.

#### SARA Virginia State Portal Entity Contact Information

Darlene Derricott, Director of Academic Services

804.225.2621

[darlenederricott@schev.edu](mailto:darlenederricott@schev.edu)

[State SARA Website](#)

State Council of Higher Education for Virginia

101 N 14th St, 9th Floor

Richmond, VA 23219

Standard College agrees to work with its Home State's SARA Portal Entity to resolve any complaints arising in SARA states and to abide by the decisions of that entity regarding resolution of such complaints. The college maintains and make available a complaint policy and process that addresses student complaints, including student consumer complaints. The college provides the institution's and SARA's complaint resolution policies and procedures to all students taking courses under SARA policies on the institution's website and Student Handbook/Catalog. The information is provided to students electronically when they enroll in the programs. The college takes initial responsibility for the investigation and resolution of SARA-related complaints from students. The college will cooperate with the [SARA State Portal Entity](#) (and any other responsible entities in the state) completely during any further consideration of SARA complaints. The college communicates with faculty at the institution about the institution's obligations regarding SARA-related complaints.

Here's an overview of [How to File a SARA Student Complaint](#) in a larger view format.

If you wish to know more about how to file a SARA-related complaint, please reference this tip sheet of [Frequently Asked Questions](#).