

**University of Central Florida
College of Nursing**

Policy and Procedure for Filing a Formal Complaint

Policy:

The College of Nursing at UCF defines a formal complaint as a report from a student or other constituent that expresses a serious concern about the quality of any of our nursing programs or the conduct of a faculty member, staff member or student. A formal complaint should be initiated when all other appropriate university and/or college channels have failed to produce a satisfactory resolution from the point of view of the complainant.

Procedure:

1. Determine if the complaint is one covered by an existing University process such as the UCF Golden Rule. If not, refer the complainant to the relevant process.
 - a. The Golden Rule can be located in the UCF Office of Student Rights and Responsibilities. <http://www.osrr.sdes.ucf.edu>
 - b. College student handbooks which delineate College policies and procedures regarding disciplinary issues: <http://www.nursing.ucf.edu>
 2. Determine if the disagreement or conflict has been directly discussed with the person(s) involved. If not, facilitate this discussion if appropriate for the situation.
 3. If there is no University or College regulation or policy to govern the nature of the complaint, this form should be completed and forwarded the Dean's Office. The Dean will investigate and will maintain a file of all formal complaints and resolutions.
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Formal Complaint Form

Person making complaint: _____ Date: _____
Email address: _____ Tel: _____
Person taking complaint: _____ Title: _____
Program (if student): _____

If you are not a student, what is the nature of your relationship to the College? _____

Please describe the nature of the complaint and the date of occurrence: _____

What have you done so far to resolve this complaint directly with persons involved or through established University procedures? (add additional pages if necessary)

Was issue resolved: YES NO

Date of Resolution: _____

Attach any supporting documentation