

SAGRADO

Universidad del Sagrado Corazón

PROGRAMA DE ENFERMERÍA

GUIDE FOR DEALING WITH STUDENT COMPLAINTS, PETITIONS AND SUGGESTIONS

In the Nursing Program of Sagrado Corazón University there is a process established for students to channel their complaints, requests and suggestions. The objective of this document is to guarantee the optimal provision of services to the students of the Nursing Program.

In accordance with what is established in the Student Handbook: face-to-face and distance mode, if the student considers that his/her rights have been affected with respect to services, security or has any claim of an academic nature, he/she can channel his/her disagreement formally through the electronic form that appears on the "Nursing" page of the Sagrado Corazón Portal. This electronic form is available in the link "Petitions, Complaints and Suggestions". The student must complete all the information requested in the electronic form, including:

1. Full name
2. Student number
3. Official Sagrado email address
4. Telephone number
5. Alternate e-mail address
6. Syllabus
7. Concentration
8. Type of student
9. Situation
10. Description or brief explanation of the situation.

Procedure for handling student complaints

Once a complaint is received, the Program Services Manager will evaluate the request immediately to consider the referral process to be followed. Any complaint will be handled according to the nature of the situation received:

1. In the case of grade claims, the student will be oriented to follow the procedure established by the Dean of Academic and Student Affairs (VPAE). The student can find a copy of this document on the "Nursing" page under the Student Handbook link.
2. In cases of non-academic claims related to pending procedures with support units, such as Integrated Assistance (ASI) and the Registrar's Office, the program services manager will receive the claim, orient the student on where to request the service and channel the information on the claim to the corresponding service office.
3. In the case of academic complaints related to a faculty member, this type of complaint will be channeled through the Program Director, the Department of Natural Sciences and the Vice President of Academic Affairs (VPAA).
4. If the inconformity expressed by the student in his/her complaint is related to academic processes or services of the Program, the director will convene the Administrative Committee to address the complaint. This Committee is made up of the following members:
 - a. The Program Director
 - b. The assistant to the Director
 - c. Counselor
 - d. A member representing the Faculty and Student Committee
 - e. The Coordinator for Distance Teaching of Nursing
 - f. Coordinator of Clinical Experiences and Simulations.
5. Given the nature of this committee and the candidate's personal information, members are required to know, understand, and comply with the

Family Educational Rights and Privacy Act (FERPA) regulations. This committee will not integrate student representation as a measure for the protection of the student complainant's personal information.

6. The principal will notify the student in writing of the final decision regarding the complaint.

7. If deemed necessary, the Committee will hold a meeting with the student(s) to inform him/her of the final decision taken in relation to his/her complaint, petition or suggestion.

8. If not satisfied with the decision made, the student may appeal through the following channels of communication, as appropriate, following the following hierarchical order:

- a. First, to the Department of Natural Sciences.
- b. Second, to the Vice-Presidency for Academic Affairs.
- c. Third, to the Vice-Presidency for Student Affairs (VPAE).
- d. Lastly, the President of the University.

9. In the case of complaints where the student considers that he/she has been affected by improper actions against him/her, by any member of the university staff, or understands that there are circumstances that affect the order and quality of life in the university environment, he/she may submit his/her complaint through the VPAE.

All student complaints, requests and suggestions will be handled in strict confidentiality.