



Policies and Procedures Manual:	Originating Department/ Committee:
Policy No. : FA 02	Page 1 of 2
Date Originated: 1983	Last Revision: Sep 21, 2017
Approved by: FON Council	Approval Date: Sep 28, 2017

Purpose:

The purpose of this policy is to provide guidelines for formal student complaints and this will help to:

- Provide students with a clear framework in which to raise complaints
- Respect all the individuals involved in a complaint
- Comply with legal and statutory framework
- Support improvements through regular reporting and review of issues raised.

Policy:

- This policy defines formal complaints and establishes a procedure regarding the role of the student, Faculty of Nursing (FON), and university in the review and resolution of the claim. The FON adheres to all University policies
- This policy applies to student complaints about any aspect of the teaching and learning process and the broad provision made by the university to support learning.
- The FON at Jordan University of Sciences and Technology (JUST) address any student concerns in a responsive and prompt manner
- Students are encouraged to resolve concerns themselves by first talking directly with the faculty or staff involved.
- A formal complaint may be filed if it is not resolved in an informal fashion
- Malicious or anonymous complaints will not be addressed.
- All complaints will be kept confidential

Procedure:

Formal complaints involving the FON policy must follow the official procedure according to established University policies by following options:

1. An anonymous complaint can be filed electronically to the Academic Development and Quality Assurance Center (ADQAC); this will be forwarded to the appropriate dean.
2. In the FON, the students (or anyone else) can write directly to the dean or place it in the complaint box
3. The student can also submit a complaint to the instructor
4. If the direct instructor cannot resolve the complaint that will be transferred to course coordinators, head of the department, and dean of the faculty respectively
5. The complaints received will be discussed regularly in faculty meetings /FON meeting
6. Documentation of complaints and their disposition will be filed, and shall be maintained as confidential and retained in the Office of the vice-dean.
7. The complaint log shall include:
 - The date the complaint was first formally submitted
 - The nature of the complaint
 - The steps taken to resolve the complaint (discussion included)
 - The FON's final decision regarding the complaint
 - Any other external actions initiated by the student to resolve the complaint.



Jordan University of Science and Technology

Faculty of Nursing

Policy Title: Formal Student Complaints



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Definitions:

A formal complaint: is defined as any signed, written claim brought by a student alleging discriminatory, improper, or arbitrary treatment.

Required Documentation:

Complaint by the student

Approval:

FON Council

References:

JUST regulations