

WISCONSIN INDIANHEAD TECHNICAL COLLEGE
ASSOCIATE DEGREE NURSING
STUDENT HANDBOOK

COMPLAINTS CONCERNING THE WITC ASSOCIATE DEGREE NURSING PROGRAM

A complaint about the WITC Associate Degree Nursing program is defined as an expression of dissatisfaction about something or someone that is the cause or subject of protest against the ADN program; it is a formal allegation against the ADN program, or a portion of ADN program, that is expressed in a written, signed statement.

Program complaints do not include the individual student grade appeals process. Grade appeals must be completed following the WITC grade appeals process as found in the WITC Student Handbook.

All program complaints will be directed to the Divisional Dean, Nursing and kept on file. When a complaint is received against the ADN program a committee is formed to investigate the complaint in a timely, fair, and equitable manner. It is the responsibility of the Divisional Dean, Nursing to form the Committee. Committee members shall include:

- A full-time ADN instructor that is not named in the complaint. This instructor will be from the campus named in the complaint.
- Divisional Dean, Nursing
- Student Services Dean from the campus named in the complaint

Procedure	Timeline
1. The complaint is presented to the Committee as a written, signed, and dated statement.	1. Within thirty (30) days of occurrence prompting the complaint
2. The Committee will convene and review the complaint and may request, as necessary, additional information from the complainant and/or others involved in the complaint.	2. Within thirty (30) days of receipt of the complaint
3. The Committee can <i>a</i>) affirm that college and program policies and procedures have been applied appropriately; and/or <i>b</i>) recommend changes be made.	3. Within fourteen (14) days of the final meeting to review the complaint and additional information, as needed
4. The complainant will be notified in writing of action taken by the Committee.	4. Within five (5) days of the Committee's action taken in response to the complaint
5. Regardless of outcome of the process, the complainant will be informed of their right to contact the Wisconsin State Board of Nursing and/or the Accreditation Commission for Education in Nursing, Inc. (ACEN) regarding their concern. The ACEN is located at 3343 Peachtree Road NE, Suite 850, Atlanta, GA 30326. ACEN's phone number is (404) 975-5000. If preferred, concerns may also be directed to the Wisconsin State Board of Nursing, PO Box 8935, Madison WI 53708-8935. The WI State Board of Nursing's phone number is 877-617-1563.	5. At the time of notification of the action taken by the Committee.