

Dickinson College Wellness Center Student Complaint / Grievance Form

Thank you for sharing your concerns with the Wellness Center. The information provided below will be carefully reviewed by the Wellness Center Executive Director.

You will be notified in writing of the results of the review. The processes for complaints and grievances are outlined below. Please carefully determine the pathway that you would like to choose.

Complaint

A verbal or written expression of dissatisfaction by the student regarding care or services provided by any provider or non-clinical staff, which can be resolved at the point at which it occurs by the staff present. Most complaints will have simple solutions that can be promptly addressed and are considered resolved when the student is satisfied with the action taken on their behalf.

1. Any student wishing to file a complaint must do so in writing. A “Student Complaints/Grievance” form is available below for students to use if they choose. If requested, staff assistance is available to assist a student completing a complaint. If necessary, a staff person can complete the complaint/grievance form for the student when asking to participate in the process.
2. Any employee who receives a complaint from a student shall immediately attempt to resolve the complaint within that employee’s role and authority.
3. If the complaint cannot be immediately resolved, the employee shall escalate the complaint through the appropriate chain of command.
4. The Executive Director shall resolve the complaint or take steps to continue the resolution process with the knowledge and agreement of the student making the complaint.
5. Upon completion or resolution of the complaint, the Executive Director shall communicate findings to those involved, if appropriate.

Grievance

A formal verbal or written expression of dissatisfaction with some aspect of care or service that has not been resolved to the student’s satisfaction at the point of service. All verbal or written complaints of abuse, neglect, patient harm or the risk of patient harm, a violation of the Patient/Client Rights and Responsibilities are examples of grievances. A verbal or written complaint sent to the Executive Director, or any request from a student to treat a complaint like a grievance will be considered a grievance.

1. If the complaint cannot be resolved or meets the definition of a grievance, Wellness Center staff shall notify the Wellness Center Executive if they are not already involved. The Executive Director should be notified immediately of any egregious events, any actual or potential student injury, any allegation of abuse or neglect, or any potential for continued risk to student safety.

2. Upon conclusion of the investigation, the Executive Director will complete a final written summary of the investigation. This documentation shall be filed with the Administrative Services Manager.
3. The Executive Director shall provide written response to the student making the grievance within 10 days.
4. If the investigation of the grievance cannot be completed within 10 days, the Executive Director shall inform the person making the grievance that the investigation is continuing and that a written response will be forwarded immediately upon completion of the investigation. All grievances should be identified, reviewed, and responded to within 30 days.
5. In the event a complaint is not resolved satisfactorily, the complaint is referred to Vice President of Student Life/ Dean of Students.
6. Any and all grievances are shared with the Vice President of Student Life, if such consultation does not breach medical confidentiality. If medical confidentiality is an issue, the student is asked to sign a Release of Medical Information form.

Please complete this form as thoroughly as possible. If you have any questions, please call 717-245-1663 and ask to speak to a member of the leadership team.

Name _____

Pronouns _____

Phone # _____ **Email** _____

Is this a complaint or grievance? Please choose one. Please review the definitions on the previous page.

Complaint _____ **Grievance** _____

Date that the incident or problem occurred _____

Please describe what happened in detail (if additional space is needed, please attach separate document)

