
NLN CNEA Complaints Policy

COMPLAINTS POLICY

In compliance with USDE regulation 602.23 (c), the NLN CNEA evaluates complaints against a pre-accredited or accredited program, the NLN CNEA Board of Commissioners and other CNEA volunteer members, and the agency staff if the complaints received are related to the NLN CNEA's established accreditation standards and/or policies and procedures. It is not within the authority of the NLN CNEA Board of Commissioners (BOC) to review and adjudicate complaints that constitute individual grievances against a program. Individuals are encouraged to utilize the grievance policy and due process that is accorded them by institutional and program policies for such individualized circumstances. Formal or informal complaints involving potential harm to an individual or group, e.g., faculty, students, patients, NLN CNEA staff, or board commissioners, will be forwarded to an appropriate authority upon receipt of the complaint.

It is the policy of the NLN CNEA to respond to complaints in a manner that is timely, fair and equitable using the following procedures. In order to ensure that potential non-compliance issues are addressed in a timely manner, complaints must be filed within a one-year time frame of the occurrence of the potential non-compliant issue. In the case of a complaint regarding an on-site program evaluator, the complaint must be filed within 30 days of the on-site program evaluation visit.

Complaints Regarding a Pre-accredited or Accredited Program

1. NLN CNEA will only address written and signed complaints. Those intending to file a complaint should contact the executive director of the NLN CNEA and request a copy of the official form used to file complaints.
2. All complaints are to be submitted to the NLN CNEA executive director for initial review. The executive director will notify the complainant of receipt of the completed and signed complaint form within ten business days.
3. The executive director or designee will review the written complaint and make an initial determination within ten business days of acknowledging receipt of the complaint of whether or not the complaint is related to the NLN CNEA's accreditation standards and/or policies. If the complaint is of the nature of an individualized grievance or concerning a matter that does not have relevance to the NLN CNEA's established accreditation standards and/or policies and procedures, the complainant will be notified that it is not within the NLN CNEA's purview to address the complaint, and the complaint file will be considered to be closed. If it is determined the complaint has relevance to the NLN CNEA accreditation standards and/or policies and procedures, the complainant will be notified that the complaint is being taken under further consideration by the Executive Committee of the NLN CNEA BOC.
4. The Executive Committee of the NLN CNEA BOC will be notified by the NLN CNEA executive director within ten business days of the receipt of a formally filed complaint that

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has relevance to the NLN CNEA accreditation standards and/or policies and procedures. The Executive Committee will take the complaint under consideration and simultaneously forward the complaint in its entirety to the program.

5. As part of its review process, the NLN CNEA BOC Executive Committee will forward the complaint in its entirety to the program's chief academic nurse administrator and request a written response to the issues raised in the complaint. The program will have 30 days from receipt of the request within which to provide a reply. The BOC Executive Committee will review the program's response within 30 days of receiving it.
6. If upon review of the program's response to the complaint, the BOC Executive Committee considers the matter to be satisfactorily resolved by the program, the complainant will be notified within 15 business days that the complaint is resolved and considered to be closed. The program will receive a copy of the complainant notification. If the program's response does not satisfactorily address the complaint, the BOC Executive Committee will recommend further steps be taken by the NLN CNEA BOC which can include the following: 1) request for additional information from the program's chief academic nurse administrator and 2) initiation of a focused site visit to further evaluate the matter addressed in the complaint. Any further actions on the part of the NLN CNEA will be initiated within the earliest reasonable timeline, not to exceed 90 days from the time the Executive Committee recommends further action.
7. The executive director of NLN CNEA will notify the complainant and program in writing of the NLN CNEA BOC's final action on the complaint.
8. All complaints and accompanying documentation filed against pre-accredited or accredited programs will be retained in the NLN CNEA records for a minimum of one accreditation cycle.

Complaints Regarding the NLN CNEA Board of Commissioners, Volunteers, and Staff

1. NLN CNEA will only address written and signed complaints. Those intending to file a complaint should contact the executive director of the NLN CNEA and request a copy of the official form used to file complaints. In the event of a complaint regarding the NLN CNEA executive director, those intending to file a complaint should contact the NLN CEO who will communicate the intent to the NLN CNEA chair of the board of commissioners.
2. All complaints regarding NLN CNEA commissioners, volunteers and staff are to be submitted to the NLN CNEA executive director for initial review. The NLN CNEA executive director will notify the complainant of receipt of the completed and signed complaint form within ten business days. Complaints regarding the NLN CNEA executive director are to be submitted to the NLN CEO who will communicate the intent to the NLN CNEA chair of the board of commissioners. The NLN CEO will notify the complainant of receipt of the completed and signed complaint form within ten business days.

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3. The executive director will review the written complaint and make an initial determination within ten business days of acknowledging receipt of the complaint of whether or not the complaint is related to the NLN CNEA's accreditation standards and/or policies. If the complaint is of the nature of an individualized grievance or concerning a matter that does not have relevance to the NLN CNEA's established accreditation standards and/or policies and procedures, the complainant will be notified that it is not within the NLN CNEA's purview to address the complaint, and the complaint file will be considered to be closed. If it is determined the complaint has relevance to the NLN CNEA accreditation standards and/or policies and procedures, the complainant will be notified that the complaint is being taken under further consideration by the Executive Committee of the NLN CNEA BOC in the case of complaints against NLN CNEA commissioners and volunteers, and the executive director if the complaint concerns NLN CNEA staff. In the event the complaint involves the NLN CNEA executive director, the NLN CEO will follow this same process in coordination with the NLN CNEA chair of the board of commissioners.
4. The Executive Committee of the NLN CNEA BOC will be notified by the NLN CNEA executive director within ten business days of the receipt of a formally filed complaint that has relevance to the NLN CNEA accreditation standards and/or policies and procedures. The Executive Committee or executive director (in the case of staff) will take the complaint under consideration and simultaneously forward the complaint in its entirety to the referenced CNEA commissioner, volunteer or staff. In the event of a filed complaint against the NLN CNEA executive director, the NLN CEO will take the same steps in coordination with the NLN CNEA chair of the board of commissioners.
5. As part of its review process, the NLN CNEA BOC Executive Committee or executive director (in the case of staff) will forward the complaint in its entirety to the referenced CNEA commissioner, volunteer, or staff, and request a written response to the issues raised in the complaint. The individual(s) will have 30 days from receipt of the request within which to provide a reply. The BOC Executive Committee or executive director, as appropriate, will review the individual's response within 30 days of receiving it. In the event of a filed complaint against the NLN CNEA executive director, the NLN CEO will take the same steps in coordination with the NLN CNEA chair of the board of commissioners.
6. If upon review of the named individual's response to the complaint, the BOC Executive Committee or executive director, as appropriate, considers the matter to be satisfactorily resolved, the complainant will be notified within 15 business days that the complaint is resolved and considered to be closed. The individual(s) involved will receive a copy of the complainant notification. If the named individual's response does not satisfactorily address the complaint, the BOC Executive Committee or executive director, as appropriate, will recommend further steps be taken which can include the following in the case of NLN CNEA commissioners or volunteers: 1) request for additional information from the complainant and 2) removal of the commissioner or volunteer from their volunteer position. Any further actions on the part of the NLN CNEA Executive Committee will be initiated within the earliest reasonable timeline, not to exceed 90 days from the time the Executive

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Committee recommends further action. In the case of NLN CNEA staff, the executive director will follow applicable NLN personnel policies. In the case of the NLN CNEA executive director, the NLN CEO will follow applicable NLN personnel policies in coordination with the NLN CNEA chair of the board of commissioners.

7. The executive director of NLN CNEA will notify the complainant and individual(s) in writing of the final action on the complaint. The NLN CEO, in coordination with the chair of the NLN CNEA Board of Commissioners, will follow this same process in complaints involving the NLN CNEA executive director.
8. All complaints and accompanying documentation filed against NLN CNEA commissioners or volunteers will be retained in the NLN CNEA records for a minimum of one USDE recognition cycle. All complaints involving NLN CNEA staff will be retained in the appropriate personnel records in accordance with NLN personnel policies.