

## Complaints regarding the LSSU School of Nursing Program that fall outside the formal grievance process

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The LSSU School of Nursing faculty and staff commit to demonstrating a high level of ethical values and professionalism in all activities. In some cases, a situation may generate a complaint for which no formal grievance process exists. A written concern can be directed to the Academic Dean, and should include details about the issue, be signed by the complainant, provide the complainant's contact information, and include any documented evidence.

Ron Hutchins, Academic Dean  
College of Health and Behavior  
School of Nursing  
Lake Superior State University  
650 W Easterday Avenue  
Sault Ste Marie, MI 49783  
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The process for addressing Program complaints is as follows:

1. When possible, the Dean will discuss the complaint directly with the party involved within 14 business days. The expectation is that the complaint can be satisfactorily resolved by discussion at this level. The Dean will provide a written decision regarding the issue to the Complainant.
2. If dissatisfied with the outcome of the discussion with the Dean, or if the complaint is against the Dean, the complainant may submit a written complaint to the Provost. This process is outlined here: <https://www.lssu.edu/wp-content/uploads/2017/01/2.1.11.pdf>

## Complaints regarding CCNE's Accreditation of LSSU School of Nursing Program

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The baccalaureate degree program in nursing, at Lake Superior State University is accredited by the Commission on Collegiate Nursing Education, 655 K Street, NW, Suite 750, Washington, DC 20001, 202-887-6791, (<http://www.ccneaccreditation.org>).

Complaints may be directed to:

Benjamin Murray  
Deputy Executive Director  
(202) 887-6791 ext. 275  
[bmurray@ccneaccreditation.org](mailto:bmurray@ccneaccreditation.org)