

**Goldfarb School of Nursing (GSON) at Barnes-Jewish College  
Student Experience and Development Policies/Procedures**

**TITLE: Student Complaints, Concerns, Feedback Policy – GSON Students**

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**SUBMITTED/REVIEWED BY:** Edward Gricius, MS

Associate Dean of Student Experience and Development

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**Policy Statement**

The purpose of this policy is to provide our students a confidential process to give general feedback in relation to their educational experiences. We take all feedback seriously and aim to resolve all matters identified in a timely manner.

GSON is committed to ensure that all students have an avenue where they can confidentially provide compliments, complaints, concerns or general feedback in relation to their experiences with the College. Feedback can be positive or negative about learning experiences, student life or related college operations.

**Eligibility**

Goldfarb School of Nursing students who are enrolled full-time or part-time.

**Procedure**

Students can submit their complaints, concerns and feedback electronically. Students are asked to describe their suggestion or concern in as much detail as possible. Confidentiality is maintained. If the student forwarding the complaint/feedback provides their name, a direct response can be provided.

- A. An electronic tab – Student Complaints, Concerns, Feedback - is available in the Current Students section on our website at <https://www.barnesjewishcollege.edu/students-information/student-feedback/>
- B. All student feedback is reviewed on a regular basis during each term by the Student Services Department staff.
- C. Contents of student feedback is recorded on the *Student Feedback document*.
- D. Requests are sent to relevant department leaders to provide a response or take action.
- E. Responses or the description of action taken from department leaders are recorded on the *Student Feedback document*.
- F. The completed *Student Feedback document* is posted on the College student learning management system – Student Resources Course, Student Feedback tab, year.
  1. A periodic review of the student feedback documentation is conducted to ensure that appropriate responses/feedback and/or relevant actions/improvements are completed.
  2. Incomplete items are moved forward and included in subsequent *Student Feedback documents*.