



WESTERN CAPE COLLEGE OF NURSING (WCCN) STANDARD OPERATIONAL PROCEDURE FOR DEALING WITH A COMPLAINT WHILE IN THE CLINICAL AREA

STANDARD OPERATIONAL PROCEDURE (SOP) ASSESSMENT TASKS	
Compiled by: WCCN HOC's, HOD's	Date: 4 September 2024 Ratified Academic Governance
Signature:	
Definitions	<ul style="list-style-type: none"> • Complaint A statement that something is unsatisfactory or unacceptable. • Code of conduct A code of conduct is a set of guidelines and principles that outline the expected behavior and ethical standards within an organization. • Uniform Policy A uniform policy explains how the company uniform should be worn, what is acceptable (and what is not), and the implications if these guidelines are breached. • Rights of the Services The WCCN has entered into agreements with the WCG DoH and clinical facilities for the placement of students. In terms of the agreements the services may demand that all students and staff adhere to the Public Service Code of Conduct and the Code of conduct specific to the facility.
Purpose:	To ensure that if an official working at the Western Cape College of Nursing are approached with a complaint from the clinical facilities that the management of such a complaint be consistent across all campuses and programmes of the WCCN.
Information to students	The following must be provided in the subject guides, logbooks and or clinical learning guides\workbooks: <ol style="list-style-type: none"> 1. The WCCN Code of Conduct 2. The Public Code of Conduct 3. Uniform policy 4. The rights of the clinical services 5. Rights of the student 6. Student Identification Devices 7. Work Integrated Learning Policy
NATURE OF COMPLAINTS can include inter alia	
	<ol style="list-style-type: none"> 1. Not adhering to the Uniform Policy 2. Leaving the site of placement early 3. Absent without leave from the services (Uncommunicated absence) 4. Sleeping on duty 5. Theft



	<ol style="list-style-type: none"> 6. Unauthorised cellphone usage 7. Poor patient care 8. Unprofessional conduct towards staff, patients, fellow students and visitors
Management of the complaint	<p>Clinical educators</p> <ol style="list-style-type: none"> 1. Listen to the complaint without being defensive 2. Obtain a written report or request an e-mail report 3. Provide the details of the HOC to the plaintive 4. Obtain a statement from the student in terms of the audi alterem partem rule <p>Assure the services that this matter will be followed up.</p>
Management if the services demands that the student leave their premises	<ol style="list-style-type: none"> 1. Inform the Head of Campus and HOD 2. Request that the Campus transport come and collect the student if the student does not have their own transport. 3. A student may not resist leaving the premises, the facility is in their right to use security to physically remove a student from their premises.
Disciplinary	A formal or informal disciplinary can be set up after an investigating officer has been appointed to investigate the incident reported
Feedback to the plaintive	<ul style="list-style-type: none"> • The HOC responsible will provide feedback to the services. In the event of a uniform transgression the student may return on the proviso they are correctly dressed. • In the event of more serious transgressions the WCCN will extend an apology to the services. • The student will then be placed in a different clinical facility depending the outcome of the disciplinary procedure. • If a student is not suspended pending the outcome of the disciplinary, they may continue WIL in a different facility

