

STUDENT GRIEVANCE AND COMPLAINT POLICY

This policy provides a method for the resolution of issues which may arise between the Program or the faculty and the student.

Responsibility: Program Director, EAC, Students

Standard: Human Resources

COMPLAINTS

Definition: A complaint is a claim made by a student of a situation that is of an unacceptable or unsatisfactory nature. A complaint involves a concern, problem or issue other than a disciplinary measure. (The appropriate response to a disciplinary measure which is deemed unfair or excessive, or dissatisfaction with a grade, or progression, probation, or dismissal from a program, is a grievance, not a complaint.)

In most instances, complaints can be resolved through an informal process beginning with the student talking to the individual and if necessary with the Program Director.

Step 1:

The student should first attempt to resolve the complaint informally by talking with staff member most directly connected to the complaint. If the issue is resolved then, no documentation is recorded for the event.

Step 2:

If the issue is not resolved to the student's satisfaction or if the student has concerns about discussing the complaint with the person involved, then the student must submit a written and signed complaint to the Program Director. If the student wishes to remain anonymous, then the student may submit the complaint via the electronic drop box through Survey Monkey. When the complaint involves the Program Director; the complaint should be submitted to the Program Director's immediate supervisor.

The written signed complaint must include the following information:

- The incidents surrounding the complaint (be as specific as possible)
- The specific outcome the student is seeking

The attached form should be used to identify the issues associated with the complaint.

The Program Official may request that the student provide additional documentation after receiving the complaint.

The Program Director or the Program Director's immediate supervisor (when the Program Director is a component of the complaint) will investigate the complaint with the individuals involved on a timely basis.

Appropriate actions and steps will be implemented; if necessary, to resolve the issue for the good of the student and the department with the goal of improving Program service

to students. If necessary the Program Official or Imaging Services Department Administration will schedule a meeting with persons involved to address the student's concern. The Program Official will respond to the student complaint in writing within 10 business days after receipt.

Step 3:

If the problem remains unresolved for the student, the student should refer the complaint to the Educational Advisory Committee (EAC).

The Educational Advisory Committee will investigate the complaint with the individuals involved in a timely basis.

The Educational Advisory Committee will respond to the student complaint in writing within 10 business days after receipt by the committee.

Any further pursuit of a complaint by the student must be directed to the Joint Review Committee on Education in Radiologic Technology.

A formal complaint that results in written documentation will be maintained by the program. Reoccurring complaints will be reviewed by the EAC to identify trends for the implementation of possible corrective measures.

GRIEVANCES

Definition: A grievance is an allegation made by a student that there has been a violation, misinterpretation or inequitable application of any existing policy, procedure, or regulation or that a disciplinary measure is deemed unfair or excessive, or there is dissatisfaction with a grade, an implemented corrective action taken, or dismissal from the Program has occurred.

Grievances may be of an academic or nonacademic nature.

Nonacademic

Nonacademic grievances can include but are not limited to the following types of allegations: issues regarding sexual harassment, discrimination or an alleged infringement upon the rights or sensibilities of an individual by a Program employee, or a student. A nonacademic student grievance may be related to civil rights, services, violation of FERPA Regulations, or other complaints not academic in nature.

Disability Discrimination

Any student who believes that a Program employee or student has discriminated against him/her due to a disability should file a grievance with the the Americans with Disabilities Act Coordinator for the sponsoring institution within ten days from the date of the alleged incident. The Human Resources Department will be responsible for investigation and resolution of this grievance.

Academic

An academic student complaint is any non-civil rights related complaint generated by an individual student concerning the school-related activities of any faculty, a member of the sponsoring institution or a clinical education setting, or a student. Academic grievances can include but are not limited to the following types of allegations: discriminatory action toward students within the classroom by a faculty member, e.g., by singling out specific students for either preferential or adverse treatment; failure of a faculty member to follow Program's policies in the conduct of classes or examinations; or capricious or unreasonable arbitrary actions by a faculty member that adversely affects student performance; or dissatisfaction with a grade, and the implementation of a corrective action or termination from the Program.

Grievance Procedure

Regional West Medical Center School of Radiologic Technology is committed to a policy of fair treatment of its students in their relationships with fellow students, faculty, staff and administrators. (Note: This policy does not limit the Program's right to change rules, policies or practices.)

The Student Grievance Procedure is available to any Regional West Medical Center School of Radiologic Technology student who seeks to resolve an alleged violation of the written policies of the Program directly affecting that student, by any member of the Program, a member of the sponsoring organization, or clinical educational setting, while acting in an official capacity (e.g. faculty member, administrator, staff member), or fellow student.

In general, a student is encouraged to seek an informal resolution of the matter directly with the faculty or individual if possible. The student should first discuss the problem or complaint with the person whose decision or action is being contested and then with the Program Director or Assistant Director of Imaging Services for the sponsoring organization or if the student wishes to remain anonymous, then the student may submit the complaint via the electronic drop box through Survey Monkey. If the grievance cannot be resolved at that level, the student can submit a formal grievance in writing. A grievance must be based on a claimed violation of a Program policy that has not been resolved through ordinary processes.

Step 1:

If a student has a grievance, he or she should initially attempt to resolve that issue with the other person(s) involved no later than two weeks after the relevant incident/dispute. If the issue is resolved, then no further action is needed. Documentation of the grievance, if resolved at this point is not necessary.

Step 2:

If the student is not satisfied with the outcome of the attempt described in Step 1, then he or she should submit a formal written and signed grievance, (see attached form).

Any student who brings a grievance has the burden of proof and must provide documentation and evidence to support the allegation. A grievance should normally be filed within five working days of the incident or incidents. The student should put his or her grievance in writing according to the following guidelines:

- What is the grievance? Identify it.
- What are the grounds for the grievance? Explain the basic justification for it based on a claimed violation of a Program policy.
- How would the student like to see it resolved? What does the student want done?

For academic grievances (other than disability issues) the student will submit the complaint in writing to the Program Director or his or her designee. The Program Director or his or her designee will assemble the Educational Advisory Committee (EAC) to present the grievance to the committee.

If the EAC as a whole is included in the initial written allegation by the student, the allegation will immediately be advanced to the Human Resources Department of the sponsoring organization.

Appointed members of the EAC will investigate the allegation. If a member of the Committee is included in the allegation then the member is excused from the investigation. The committee may call for a hearing to hear both sides of the issue. The Educational Advisory Committee's decision about allegation must be made within 10 days of the receipt of the allegation.

Once a decision is been made about the grievance, the Educational Advisory Committee will arrange to meet with the student and share the decision reached verbally and in writing.

The Educational Advisory Committee will also forward the decision of the Educational Advisory Committee to the Human Resources Department of the sponsoring institution.

The Educational Advisory Committee should consult with the JRCERT if necessary for better understanding of the Standards.

The EAC must document the steps taken in evaluating the grievance and its decision.

Step 3:

If the student is not satisfied with the outcome of the initial review process by the EAC, he/she may request a second level of review in writing to the Human Resources Department of the sponsoring institution. The Director of the Human Resources will assign a member of the Human Resources Department to investigate, evaluate and provide a decision of the appeal. The student shall make this request for review within five working days after receiving the decision of the EAC.

Copies of the allegation and previous decision will be provided to the assigned Human Resources employment who then has up to ten business days to research the issue and provide the student and the EAC with a written response.

A written record of the steps taken to review the grievance must be completed.

Any further pursuit of the grievance by the student must be directed to the Joint Review Committee on Education in Radiologic Technology.

The Program will keep on file a record of each formal grievance, its nature and resolution. The EAC is charged with review of grievance to assure that there are no trends occurring that could negatively affect the quality of education occurring within the Program.

Signature

Stephanie Cannon, MSRS, RT(R)(ARRT)

Program Director

Signature

Wendy J. Stirnkorb, CRA, RT(R)(MR)(ARRT), MRSO, MRSE TM

Director, Imaging Services

Reviewed: 2/20/15, 1/27/17, 2/2/18, 1/31/19, 4/28/20

Revised: 3/4/16

COMPLAINT/GRIEVANCE FORM

Name of the Student _____

Date of the Event _____

Is this a complaint _____ or a grievance _____

DETAILS OF COMPLAINT/GRIEVANCE

What are the events that lead to this complaint/grievance? Specify pertinent dates, Program staff involved and other specific information that will outline the issue at hand. Attach any documentation which will help describe the problem and substantiate the allegations.

How have you attempted to resolve the complaint/grievance with the individual or Program?

How would you like to see this complaint/grievance resolved?

CERTIFICATION

I hereby certify that I am the named complainant and the above statements are true. I understand that this complaint and the information provided will be shared with the individual involved.

Signature of Complainant

Date

Individual receiving complaint/grievance

date