

15440.21: Grievance/Complaint Procedure

POLICY: Hendrick Medical Center School of Radiography has established a complaint / grievance procedure to insure students receive fair and equitable treatment and assures timely and appropriate resolution of complaints and other allegations relating to non-compliance with school policy and procedures and/or JRCERT STANDARDS.

INFORMAL COMPLAINT PROCEDURES: Students can file a complaint without having to follow the formal grievance procedure by emailing the program director with “complaint” as the subject. The complaint will be posted in the Complaint and Grievance record. The action taken along with the resolution will also be recorded.

FORMAL PROCEDURE: On occasion, a student may have questions or problems that could be considered a complaint/grievance. Normally, these concerns will be dealt with and resolved on a daily basis by the student and the instructor. In the event a student cannot resolve the problem or concern, the following complaint/grievance procedure may be initiated:

Step 1: Immediate Supervisor

Every reasonable effort should be made to resolve any question, problem or misunderstanding that arises by the immediate supervisor and the student. This discussion should take place at the time of occurrence.

Step 2: Program Director

If a student’s complaint/grievance is not resolved during Step 1, the student should take the problem to the program director within two working days. It will be the responsibility of the program director to review the matter and render a fair and equitable decision within two working days from the time the concern was presented to the director. If the director is the person involved, omit Step 2 and go to Step 3.

Step 3: Radiography School Complaint/grievance Committee composed of the radiology department director and School medical advisor.

If the concern is not resolved during Step 2, the program director will make an appointment for the student and will provide written information to the committee regarding the complaint/grievance within two working days. After reviewing the matter with the student, the committee will render a written decision within two days of the interview. The committee consists of the Department Director of Radiology and the program Medical Director.