

GRIEVANCE POLICY AND PROCEDURE

1. Students desiring to voice complaints regarding courses, faculty or the educational process should submit their complaint in writing to the Program Director. If the complaint involves the Program Director, the student should submit it to a Radiology Manager who is a member of the Advisory Board.

Step One

Within 5 business days

The Program Director or Manager will review the complaint with the student and personnel involved for validity of circumstances. If the complaint cannot be resolved, or if the student requests, the complaint is forwarded to a Grievance Committee within 5 business days of filing.

Step Two

Within 48 hours

The Grievance Committee is an Ad Hoc Committee consisting of three members of the Advisory Committee and is appointed as needed. They will review the case and make recommendations and/or a decision within 48 hours. Students wishing to appeal the decision may request in writing that the case go before the Directive Board.

Step Three

Within 24 business hours

Final appeal action and decision is in the scope of the Directive Board. The Directive Board consists of a member of Educational Resources (external source), a member of Hospital Administration (external source) and a member of the Cardiovascular Technology School (external source). This will be submitted within 24 business hours.

2. Students wishing to voice complaints regarding the program's compliance or non-compliance to JRCERT Standards should contact the JRCERT. The address and phone number of the agency is posted and made available to the students and the public. After the JRCERT contacts the program about the complaint, the procedure outlined above will be followed, unless otherwise dictated by the JRCERT.

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