

GEISINGER
SCHOOL OF RADIOLOGIC
TECHNOLOGY

Policy: 106

**Subject: Complaint & Grievance
Process**

I. Policy:

This policy defines grievance, and describes the school's orderly process for students to have grievances addressed in a timely manner.

II. Purpose:

The purpose of this policy is to provide students with a system by which to grieve complaints of alleged injustices relating to violation, misinterpretation, or discriminatory application of non-academic policies and procedures, and/or the conduct of individuals.

III. Definitions:

TERM	DEFINITION
Attachment	A supporting document that is developed and maintained by the policy writer or department requiring/authoring the policy.
Complaint	An issue that does meet the definition of a grievance.
Devised	The date the policy was implemented.
Exhibit	A supporting document developed and maintained in a department other than the department requiring/authoring the policy.
Grievance	A grievance is defined as a claim by a student that there has been a violation, misinterpretation, or inequitable application of any existing policy, procedure, or regulation.
Involved Party	Individual who is the cause, or involved in the circumstances regarding the dissatisfaction experienced by the complaine.
JRCERT	Joint Review Committee on Education in Radiologic Technology
Last Reviewed	The date documenting the last annual review if the policy is not revised
Last Revision	The date the last revision to the policy, including typographical and grammatical changes.

IV. Responsibility:

- A. Program Director
- B. Student

V. JRCERT Standard Compliance:

- 1. Standard 1.6

VI. Procedure: Complaint

Students may notify school officials of situations they feel warrant review to improve the quality and process of school function by submitting a written complaint. The program director will make every attempt to reply to a complaint within five school days.

VII. Procedures: Grievance

There are four (4) levels of grievance procedures. Grievance resolution should begin at the first level, proceeding in sequenced steps.

1. Level 1: The school recognizes the best approach is for a grievance to be addressed directly with involved parties. Level 1 interaction is available if a grievance is not resolved by a direct means, or if a student desires mediation.
 - a. Initiation: verbal or written, to a school official.
 - b. Mediation: School Official
 - c. Timeframes:
 - i. Initiation: Five school days following an event.
 - ii. Reply: Five school days following mediation.

2. Level 2: If a resolution cannot be reached with Level 1 interaction, then a written grievance shall be submitted to the Program Director who will consult with involved parties, and render a documented response.
 - a. Initiation: Within five (5) school days following a First Level Grievance.
 - b. Submitted grievance must contain the following:
 - i. Involved parties named
 - ii. Circumstances described fully.
 - iii. Efforts taken at Level 1 explained.
 - iv. If Level 1 was bypassed, reason(s) given.
 - c. The written grievance will not be accepted, nor time frames applied, until all information is satisfactorily provided.
 - d. If the Program Director is named as an involved party, the responsibility to review the grievance will be passed on to the vice president of Radiology.
 - e. A written Grievance Review decision and rationale shall be issued within five (5) business days of the review.

3. Level 3: If a Level 2 resolution is not acceptable a written request to have the grievance addressed at Level 3 shall be submitted to the program director who will form an ad hoc Grievance Committee composed of not less than three individuals who were not previously involved. If program director is named as an involved party, then Radiology's vice president will form the committee.
 - a. Initiation: Within three (3) school days following a Second Level Grievance Response.
 - b. Composition of Committee: May include, but is not limited to the following:
 - i. Department Administration
 - ii. Team Leaders
 - iii. Staff Technologists
 - iv. School officials
 - v. Instructors.
 - vi. HR representative
 - c. Committee Chaired by one of the following:
 - i. Program Director
 - ii. Department VP
 - iii. Individual designed by Program Director or VP
 - d. Submitted grievance must contain the following:
 - i. Reason resolution at Level 2 was not satisfactory.
 - ii. Additional comments, if any, not included in original grievance.
 - iii. Resolution sought.
 - e. The written grievance will not be accepted, nor time frames applied until all information is satisfactorily provided.
 - f. Committee will conduct a meeting at which all involved parties may be interviewed.
 - g. Committee will render a documented response within five (5) business days following the committee meeting.
 - i. Committee's response will be in a form of a recommendation to the Program Director.
 - ii. Committee's response may not violate, or by its content change GHS or School policies, or be non-compliant with JRCERT standards.

4. Fourth Level (Grievance Review): This level is addressed outside of the School and Radiology, and represents the final grievance level available to the student. If a Level 3 resolution is not acceptable a written Grievance Review shall be submitted to Radiology's Human Resource Specialist who will be responsible for process oversight, and selecting an impartial individual (to be known as the Reviewer) to review and render a decision. Student must request a Fourth Level within five (5) business days of a Third Level decision.
 - a. Initiation: Within three (3) school days following a Third Level Grievance Response.
 - b. Submitted grievance must contain the following:
 - i. Reason resolution at Level 3 was not satisfactory.
 - ii. Additional comments, if any, not included in original grievance.
 - iii. Resolution sought.
 - c. HR Specialist will inform the Program Director of the request for the Fourth Level, and provide a copy of the request.
 - d. All pertinent school documents will be submitted to the HR Specialist within five (5) business days of receiving notification of the request for a Grievance Review.
 - e. The Grievance Review will not be conducted until all information is satisfactorily provided.
 - f. The review shall be conducted within ten (10) business days following submission of Grievance Review request.
 - g. Possible Outcomes:
 - i. Uphold action
 - ii. Reduce action; Recommendation that the school reduce the severity of the disciplinary action. Reduction must be compliant with GHS and School policies, and JRCERT standards.
 - iii. Overturn action
 - h. A written Grievance Review decision and rationale shall be issued within five (5) business days of the review.

VIII. Records

1. Complaints: Records will be maintained for the purpose of determining if any pattern exists that could affect the quality of the program.
2. Grievance: Records will include information on how each grievance was resolved and be used to identify possible trends that could affect the quality of the program.

This policy will be revised as necessary and reviewed no less than annually based on devised date.

Devised: 5/9/02

Latest Revision: 7/14
Last Review: 8/2020