

# RADIOLOGIC TECHNOLOGY DUE PROCESS/ STUDENT GRIEVANCE PROCEDURES

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Every attempt should be made to informally resolve any dispute at the level at which the dispute arises. Recognizing that such matters cannot always be resolved informally, MCLA provides a formal process through which students can appeal to individual(s) external to the program.

## Procedure for Radiologic Technology Program – Specific Academic Grievances

For specific Academic Grievances, see MCLA Academic Appeals and Standing Policy

## Procedure for Radiologic Technology Program – Specific Non-Academic Grievances

It should be noted that all non-academic issues of personal conflict should be addressed directly with the individual with whom the conflict exists. If the student does not feel comfortable with this, or if they feel that the conflict is unsolvable at this level, then the following steps should be followed:

Step 1. The student must bring in writing the issue to a program faculty member, ideally within 5 working days of the incident or conflict. If the matter is related to an issue at one of the clinical sites, then the student will need to discuss the issue with the site Clinical Preceptor *and* MCLA clinical faculty member at your specific site. If the matter is related to the site Clinical Preceptor at that site, the issue is discussed with the MCLA clinical faculty member at the site. After discussion, program faculty will notify the student in writing within five working days of their decision. If the student is dissatisfied with the response in step one, the issue will move to step two.

Step 2. The student must bring within 5 working days the written issue and the program faculty's written response to the Clinical Coordinator. After discussing the issue with all parties, the Clinical Coordinator will notify the student of their resolution of the conflict in writing in not more than 5 working days. If the clinical coordinator is the program faculty member, the issue will move to step 3. If the student is dissatisfied with the response in step two, the issue will move to step three.

Step 3. The student must, within 5 working days, bring the written issue, the program faculty's written response, and the response from the Clinical Coordinator to the Program Director. The Program Director will review all statements and render a decision, within 5 working days. If the Program Director is the clinical faculty member, the Clinical Coordinator will bring the matter to step 4.

Step 4. If the matter is unresolved in the previous steps, the matter will be brought to the chair of the department by the Program Director or Clinical Coordinator within 5 working days. This will include the student's written statement and all correspondence from the clinical coordinator/ program director/MCLA clinical site faculty member. The chair will make a decision regarding the matter and communicate it to the student within 5 working days. The chair's decision is final.