

<b>UPMC Northwest</b>	
<b>RADIOLOGIC TECHNOLOGY PROGRAM</b>	
<b>POLICY AND PROCEDURE MANUAL</b>	
<b>Policy Title:</b> Grievance	<b>Page 1 of 1</b>
<b>Original Date:</b> 06/07	<b>Revision Date:</b> 03/21
<b>Review Date:</b> 02/26	

## Grievance Policy

UPMC Northwest Radiologic Technology Program strives to promote an educationally valid environment that values fair and equitable treatment among staff and students. Students have the right to appeal decisions made by the faculty and staff of the UPMC Northwest Radiologic Technology Program of non-compliance. The student must follow the steps listed below; in the order they are listed. Any attempt to bypass a step will result in termination of the appeal process. Before starting step one, the student is required to meet with the other party to rectify the situation. If the perceived grievance is not rectified through a meeting, the formal appeal process includes the steps listed below:

### Step 1:

A written statement is delivered to the Program Director within three (3) days of the perceived incident. The statement must fully describe the circumstances surrounding the perceived incident and a description of the efforts made to resolve the grievance. The program director will appoint a three-member committee to review the allegations and chair the meeting. A decision regarding this appeal will be made within three (3) working days of receiving the appeal, exclusive of weekends, holidays, scheduled absences, or sick days.

\*If the perceived incident involves the Program Director, the Program Director would be recused. In addition, any faculty member that the perceived incident involved will be removed from the appeals decision.

### Step 2:

If the student wishes to appeal the decision made at Step One, the student must provide a written statement to the Imaging Director of UPMC Northwest within three (3) working days of the decision in Step One. The statement must fully describe the circumstances surrounding the perceived incident and a description of the efforts made to resolve the grievance at the previous level. A decision regarding this appeal will be made within three (3) working days of receiving the appeal, exclusive of weekends, holidays, scheduled absences, or sick days.

### Step 3:

If the student wishes to appeal the decision made at Step Two (2) the student must provide a written statement to the President of UPMC Northwest within three (3) working days of the decision in Step Two. This person is independent of the Radiology Program and the Imaging Department. This statement must fully describe the circumstances giving rise to the perceived grievance and a description of the efforts made to resolve the grievance at previous steps. The president will discuss the grievance with all interested parties and decide as to whether the previous decisions will stand or be revised. All parties have the right to a face-to-face meeting.

Every effort will be made to resolve the issue within two weeks exclusive of weekends, holidays, scheduled absences, or sick days.

If a student believes that a violation of the JRCERT standards has occurred, the student should follow the steps of the program's grievance process. If the student believes that a violation still exists after following all the steps of the appeals process, the student should contact the JRCERT directly at:

Joint Review Committee on Education in Radiologic Technology  
20 N. Wacker Drive Suite 2850  
Chicago, Illinois 60606-3182  
[www.jrcert.org](http://www.jrcert.org)  
Reference Program: #3136

\*Any faculty member that the perceived incident involved will be removed from the appeals decision.