

Conemaugh School of Radiologic Technology

GRIEVANCE COMMITTEE AND PROCEDURE FOR SERIOUS NON-ACADEMIC ISSUES

A grievance is an expression of dissatisfaction about something or someone that is the cause of subject or protest. A formal allegation against a party or program expressed in a written, signed statement.

The grievance procedure provides a prompt and fair resolution by providing the student a reason for an appeal of a decision. A grievance is defined as any and all serious non-academic disputes or complaints arising within the student body or between student/ students/ student body and faculty. The Committee will hear disputes relating to the violation of the Student Bill of Rights or violation of policies states in publications. A group grievance should be presented to the Grievance Committee by one representative. Guidance through the procedure is available from the Administrative Assistant, School of Nursing. To ensure a prompt resolution, each step must be completed in sequence with strict adherence to time limits. Failure to do so will result in dismissal of the grievance. The grievant has the option of discontinuing the proceeding at any stage of the procedure.

Objectives

- I. Provides an opportunity to verbalize academic/non-academic grievances.
- II. Promotes responsibilities and individual freedom.
- III. Improves communicative processes between faculty and students

Functions

- I. Incorporates the Student Bill of Rights into the educational system
- II. Provides an objective means of handling appeals.
- III. Provides a means for persons to express their dissatisfaction without fear of retaliation

Membership

- I. One student or alternate student from each Allied Health Educational Program who is elected each year by class members.
- II. Program Directors from each Allied Health Education program. Chairperson will be elected on a regular yearly basis in January at the Coordinating Education Council Meeting.
- III. An election will be held by the class to replace a student member who is unable to fulfill responsibilities due to: Health, personal reasons, failure to attend scheduled meetings, breach of confidentiality or resignation. A member unable to fulfill the responsibilities must immediately notify the chairperson in writing.
- IV. If a grievance is filed against or by a member of the grievance committee, the member will be replaced for that specific proceeding. The temporary members will be voted on by the remaining members of the Grievance Committee.
- V. In the event a member cannot attend the meeting, they may select or have voted on an alternate designee.

Authority

- I. To hear problems relating to violation of non-academic issues the Student Bill of Rights and Responsibilities or violation of criteria as states in the School Catalog/Student Guide/Student Handbook or Allied Health Program Policy Manual.
- II. Decisions made by the Grievance Committee are final. It is to be immediately enforced by both faculty and students.

Procedure

- I. Informal Phase
 - a. The person initiating the grievance must discuss the incident with individual(s) directly involved within three (3) school days of the incident.
 - b. If the grievance remains unresolved the grievant and involved individuals may meet with the School Director within two (2) school days of the interaction.
 - c. If the grievance remains unresolved, the grievant may follow the formal phase of the procedure.
- II. Formal Phase, instituted in the event that the grievance is not resolved in the informal phase.
 - a. Request within one (1) school day, a hearing of the Grievance Committee.
 - b. Such a request shall be made on Form #201 (form attached at the end of this manual) and directed to the chairperson of the Grievance Committee. The Grievance Committee must schedule a hearing within three (3) school days from the date of application. A copy of the form will be kept on file in the Educational Secretaries Office.
 - c. Forty-eight (48) hours prior to the scheduled Grievance Committee meeting, the persons involved must present to the chairperson of the Grievance Committee all written documentation concerning the grievance. The grievant and any individual affected by the grievance have a right to be informed of any evidence in advance of the hearing. Immediately upon receipt, the Grievance Committee chairperson shall supply the opposing side with the evidence summary. Evidence not supplied in this fashion by either side shall not be considered by the Grievance Committee.
 - d. All persons involved with the stated grievance will be notified by the chairperson 48 hours prior to the scheduled time of the meeting.
 - e. The grievant appears before the Grievance Committee and has the right to have a representative of choice at the meeting. Representative of choice does not testify.
 - f. The grievant may present evidence and witnesses relevant to the issue at hand. The grievant may question witnesses relevant to the issue at hand.
 - g. The grievant must be informed of any evidence against the grievant and its source.
 - h. Persons involved in the grievance have an equal opportunity to speak. The members of the Grievance Committee may only ask objective questions for clarification of the issue.
 - i. In order to obtain a verbatim account of the proceedings, they will be recorded on tape and transcribed in writing. The grievant will receive a copy of all documents, and a copy of the record and tape recording will be retained in the Allied Health Program Safety Deposit box for a period of five years.

- j. Following testimony and formal argument, the record will be closed. The Grievance Committee then will convene behind closed doors to discuss the case and determine its decision. It is the ethical responsibility of the Committee members to maintain strict confidentiality regarding the proceedings.
 - k. The Committee's recommendation will be by simple majority and will be made the same day as the hearing. If a tie vote is registered by the Committee, the documented case proceedings are automatically forwarded to the Director School of Nursing and Allied Health Programs for a decision.
 - l. The grievant and any individual affected by the grievance will be called before the Committee and the chairperson will present the Committee recommendations orally. Also, the decision of the Committee will be made in writing by the chairperson to the grievant within one (1) week of the hearing.
- III. Right to Appeal – In the event that the grievant feels that the case has been unfairly handled a final appeal may be made to Conemaugh's Vice President over the Education Programs. However, the grievant is bound by the Committee's and/or Director, School of Nursing and Allied Health Programs decision until a decision is rendered by the Vice President or designated institutional official.