

DLP Conemaugh School of Radiologic Technology

Title:	Academic Grievance Policy
Created: 2/2026; Reviewed 6/2026	Next Revision: 7/2028

Purpose

The purpose of this policy is to provide students with a fair, timely, and transparent process to resolve academic concerns relating to educational experiences, faculty actions, or program policies that adversely affect a student's academic progress, excluding all formal grade appeals (see Grade Appeal Policy). The policy promotes resolution at the lowest possible appropriate level while ensuring due process and protection from retaliation.

Scope

This policy applies to all students enrolled in the Conemaugh School of Radiologic Technology and applies to grievances involving:

- Course Policies or Requirements
- Clinical Placement, Clinical Education Assignments or Clinical Evaluations
- Inconsistent Application of Program Policies
- Academic Progression Decisions
- Perceived Unfair Academic Treatment
- Failure to Follow Published Program Procedures

This policy does **not** apply to:

- Final Course Grade Appeals (see Grade Appeal Policy)
- Academic Integrity Violations
- Disciplinary Actions Unrelated to Academics
- Allegations of Discrimination, Harassment, or Title IX Issues (follow Institutional Procedures)

Guiding Principles

- Concerns should be addressed at the lowest appropriate level.
- All parties will be treated with respect and confidentiality to the extent possible
- Retaliation against a student filing grievance in good faith is strictly prohibited.
- Documentation will be maintained according to institutional policy.

- Timelines ensure prompt and fair resolution.
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Procedure

Informal Resolution

Students are strongly encouraged to first attempt to resolve concerns informally.

1. The student should discuss the concern with the involved faculty member within **5 business days** of the incident or awareness of the issue.
 2. If unresolved, the student may request a meeting with the Clinical Coordinator or Program Director.
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Formal Written Grievance

If informal resolution is unsuccessful or not appropriate, the student may submit a formal written grievance.

Step 1 – Written Complaint

The student submits a written grievance to the Program Director within **5 business days** after the informal process concludes. If the concern involves the Program Director, the Associate Director of the School of Nursing and Allied Health should receive the documentation.

The written grievance form (below) must include:

- Student Name and Contact Information
 - Description of the Concern
 - Relevant Dates and Individuals Involved
 - Documentation Supporting the Claim
 - Steps Taken Toward Informal Resolution
 - Desired Resolution
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Step 2 – Administrative Review

The Program Director/Associate Director will:

- Acknowledge Receipt Within **5 business days**
 - Review all Documentation
 - Meet with Relevant Parties as needed
 - May Request Additional Information
 - May Attempt Mediation
 - Determine Whether the Grievance Falls Under this Policy
 - Issue a Written Decision within **5 business days, unless additional time is required.**
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Step 3 – Grievance Committee Review (if needed)

If the student believes the issue remains unresolved, they may request review by an Academic Grievance Committee within **5 business days** of receiving the decision.

The Committee Typically Includes:

- Faculty Members Not Involved in the Grievance
- An Academic Administrator
- A Student Representative (if appropriate)

The Committee Will:

- Review All Documentation
- Meet with Relevant Parties, as needed
- Deliberate Impartially
- Issue Written Findings and Recommendations

A written determination will be issued within **10 business days**.

Step 4 – Final Appeal

If the student remains dissatisfied, they may appeal the Committee decision to the Chief Nursing Officer or designee within **5 business days** based only on:

- Procedural Error
- New Evidence Not Previously Available
- Evidence of Bias

The decision at this level is final.

Filing a Complaint with the JRCERT

Students who believe the program is not in compliance with JRCERT Accreditation Standards may submit a written complaint directly to:

Joint Review Committee on Education in Radiologic Technology (JRCERT)

20 North Wacker Drive; Suite 2850

Chicago, IL 60606-3182

Phone: (312) 704-5300

Email: mail@jrcert.org

Students must follow the program's grievance process prior to submitting a complaint to the JRCERT.

Complaints must:

- Relate to Program Compliance with JRCERT Standards
 - Be Submitted in Writing
 - Include Supporting Documentation.
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Confidentiality

Information will be shared only with individuals who have a legitimate educational need to know, consistent with institutional policy and applicable laws.

Protection Against Retaliation

Retaliation against any student who files a grievance in good faith is prohibited and will result in disciplinary action.

Record Maintenance

Records of grievances and their resolutions will be maintained by the Program Director in accordance with institutional policy and JRCERT documentation requirements.

DLP Conemaugh School of Radiologic Technology Formal Grievance Form

Instructions:

*This form is to be completed after informal resolution efforts have been attempted. Submit this completed form and all supporting documentation to the Program Director/Associate Director of SONAH within **5 business days** of the unresolved concern.*

Section I – Student Information

- Student Name: _____
 - Program Level (Circle One): Year 1 Year 2
 - Phone Number: _____
 - Email Address: _____
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Section II – Nature of Grievance

Date of Incident: _____

Course/Clinical Site (if applicable): _____

Faculty/Staff Involved: _____

Type of Concern (Check all that apply):

- ☐ Course Policy or Requirement
 - ☐ Clinical Assignment or Evaluation
 - ☐ Academic Progression Decision
 - ☐ Inconsistent Application of Policy
 - ☐ Unfair Academic Treatment
 - ☐ Failure to Follow Published Procedures
 - ☐ Other (Please Specify): _____
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Section III – Description of Grievance

Provide a detailed description of the concern, including dates, locations, and individuals involved. Attach additional pages as necessary.

Section IV – Informal Resolution Attempt

Date(s) Informal Discussion Occurred: _____

Person(s) with Whom Concern was Discussed: _____

Outcome of Informal Discussion:

Section V – Supporting Documentation

Attach copies of relevant documentation (emails, evaluations, syllabi excerpts, clinical records, etc.).

List attachments:

1. _____
2. _____
3. _____
4. _____

Section VI – Requested Resolution

Please clearly state the outcome you request.

Section VII – Student Statement and Signature

I certify that the information provided is accurate and complete to the best of my knowledge. I understand that retaliation for filing a grievance in good faith is prohibited. I also understand that this grievance will be reviewed according to published program procedures.

Student Signature: _____

Date: _____

Program Use Only

Date Received: _____

Received by: _____

- ☐ Informal Process Verified
- ☐ Documentation Complete
- ☐ Additional Information Requested

Action Taken:

Decision Issue Date: _____

Program Director Signature: _____

Record Retention

This form and all supporting documentation will be maintained according to institutional policy and JRCERT documentation requirements.