

**Bon Secours Health System, Inc.**

Richmond Region  
 St. Mary's Hospital  
 Policy/Procedure

Policy Manual: School of Medical Imaging  
 Section: Student/ General

Title: Grievance Policy

Policy No: 20

Rev.: 8/2011

Areas Affected: Students

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The following steps are provided to the student so that a complaint or grievance may be given a fair and honest hearing in a prompt manner.

For matters related to a specific course:

1. The student must present the grievance to the appropriate faculty member within 7 days of occurrence; the faculty member shall respond within 5 working days.
2. If the student does not find the matter sufficiently resolved the student must present the matter to the Program Director of the Bon Secours School of Medical Imaging within 7 days. The Program Director shall respond within 5 working days.
3. If the student does not find the matter sufficiently resolved, within 7 days the student must present the matter to the Advisory Board in a called Advisory Board Meeting. This meeting will exclude any party that has already been petitioned. The Advisory Board shall respond within 5 working days. This decision will be considered final.

For matters related to administrative decisions (decisions that include Program Director input):

1. The student must present the grievance to the Program Director within 7 days of occurrence; the Program Director shall respond within 5 working days.
2. If the student does not find the matter sufficiently resolved, within 7 days the student must present the matter to the Advisory Board in a called Advisory Board Meeting that shall be arranged by the Program Director. This meeting will exclude any party that has already been petitioned. The Advisory Board shall respond within 5 working days.
3. If the student does not find the matter sufficiently resolved, within 7 days the student must present the matter to the Executive Vice President/Administrator of Bon Secours St. Mary's Hospital; a decision will be made within 10 working days. This decision will be considered final.

ALL DECISIONS SHALL BE GIVEN TO THE STUDENT IN WRITING.

In the event of a written complaint to the Joint Review Committee on Education in Radiologic Technology (accreditation agency for the program), or a “Standards” non-compliance issue, and subsequent notification to the program, immediate priority will be given to resolution of the deficiency in order to maintain accreditation. The Program Director is expected to respond to the JRCERT in the time frame provided outlining the resolution/plan for resolution of the issue addressed.

**JRCERT****20 N. Wacker Drive****Suite 2850****Chicago, IL 60606-3182****Phone: (312) 704-5300****Fax: (312) 704-5304****E-mail: [mail@jrcert.org](mailto:mail@jrcert.org)**

In the event of a complaint about the School, students may contact SCHEV (State Council of Higher Education for Virginia) as a last resort.

**SCHEV****James Monroe Building****101 North Fourteenth Street****Richmond, Virginia 23219****Phone: (804) 225-2600****Fax: (804) 225-2604****Web: [www.schev.edu](http://www.schev.edu)****RESPONSIBLE PERSONS:** Program Administration**Approved by:**

Jody D. Crane, M.A.Ed., R.T. (R) (BD)

Program Director

August 31, 2011

\_\_\_\_\_  
Signature\_\_\_\_\_  
Title\_\_\_\_\_  
Date**Approval History:**

Committees and Dates:

Faculty and administrative review in

4/2002, 8/2003, 8/2004, 8/2005, 6/2006, 7/2007, 8/2008, 3/2009, 8/2009, 8/2010, 8/2011

**DOCUMENTATION:** None**REFERENCES:** None

