

LOS ANGELES COUNTY HARBOR-UCLA MEDICAL CENTER

DEPARTMENT OF RADIOLOGY  
SCHOOL OF RADIOLOGIC TECHNOLOGY

POLICY II - 23

**SUBJECT: ACADEMIC POLICY: Complaint Resolution**

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**STATEMENT OF POLICY:**

Procedures will be developed to create a mechanism to address complaints regarding non-compliance to school policy by the Program. Persons with complaints will be provided access to Program officials, the Educational Advisory Committee, Hospital Administration.

**OBJECTIVE:**

Program integrity requires that compliance to school policy and JRCERT Standards are observed. If non-compliance occurs, interested parties must have a mechanism to address complaints and correct non-compliance.

**Grievance procedures** are addressed and resolved through informal and or formal grievance procedures. All students have the right to file a grievance. Students have the right to address any action or conduct directly affecting the student filing the grievance. See the attached Student Grievance Form.

**PROCEDURES:**

1. Minor concerns such as a misunderstanding between a technologist and a student, or between one student and another student should be addressed and resolved at the source. This can be accomplished by having the involved participants meet with a Clinical Instructor and reach a satisfactory conclusion independently without the need for further intervention
2. If concerns are not resolved as outlined above in Step one, then the student/s should provide written documentation of the issue within 10 working days to the Clinical Coordinator. The Clinical Coordinator will meet with all the involved parties to document and address the situation within 5 working days.
3. If the student is not satisfied with the results as outlined in Step two, then her/she may request to meet with both the Program Director and the Clinical Coordinator within 10 days of the unresolved complaint. In most cases the Program Director's decision is final and the decision will be issued within 5 working days of the unresolved complaint.
4. If a student's grievance is not satisfactorily resolved within 15 working days as outlined in steps 1, 2, and 3; then the student has the right to another appeal. The student may file a written complaint to the Medical Advisor of the Radiology Department within 5 working days. It is entirely within the discretion of the Medical Advisor to decide whether or not the issue justifies further review. Within 20 working days of filing a grievance, the Medical Advisor's written decision will be addressed to all concerned parties.

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**EFFECTIVE DATE:** 1/27/99, 3/08

**REV:** 1/21, 4/22, 4/23

**APPROVED BY:** John Shim, M.D.



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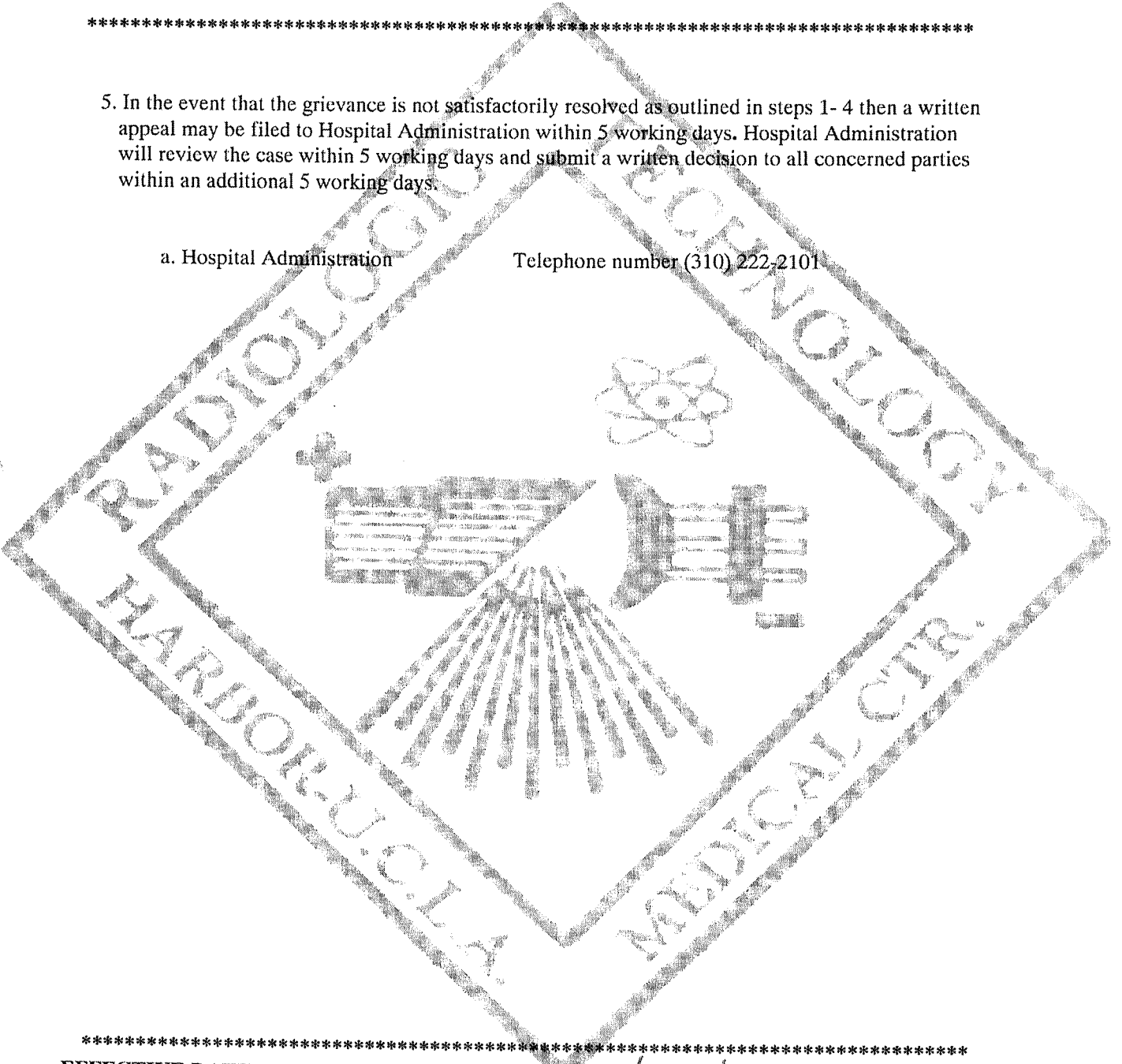
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5. In the event that the grievance is not satisfactorily resolved as outlined in steps 1- 4 then a written appeal may be filed to Hospital Administration within 5 working days. Hospital Administration will review the case within 5 working days and submit a written decision to all concerned parties within an additional 5 working days.

a. Hospital Administration

Telephone number (310) 222-2101



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EFFECTIVE DATE: 1/27/99, 3/08

REV: 1/21, 4/22, 9/23

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Student Grievance Form

1. Name of grievant \_\_\_\_\_
2. Date of filing \_\_\_\_\_
3. Name of respondent \_\_\_\_\_
4. State the nature of problem and its suggested solution

Area for response to question 4. Contains a faint watermark logo of a stylized atom.

5. Respondent's reaction to the problem

Area for response to question 5. Contains a faint watermark logo of a stylized atom.

6. Supervisor's recommendation

Area for response to question 6.

Rev: 3/16, 3/17, 2/18, 3/19, 1/20, 1/21, 4/22, 4/23

APPROVED BY: John Shim, M.D.

