

STUDENT APPEAL PROCESS FOR CLEVELAND CLINIC MEDICAL DOSIMETRY TRAINING PROGRAM

PURPOSE

The Appeal Mechanism provides a thorough, timely and objective assessment and resolution of student concerns and assures that students are treated in a fair, reasonable and nondiscriminatory manner. An appeal can be any concern or complaint asserted by a student regarding interpretation, application or breach of any policy, practice or procedure.

ELIGIBILITY

This procedure is available to any student enrolled in a Cleveland Clinic enterprise in-house Allied Health education program, who does not have any affiliation with a college/ university.

PROCEDURE

The Cleveland Clinic desires to resolve student grievances, complaints and concerns in an, expeditious, fair, cordial and professional manner. A student may resolve a grievance by initiating the following steps:

Informal Process

The student is advised to discuss the grievance informally with the person who is the source of the grievance. If the parties resolve the grievance, it is deemed closed. If the grievance is not resolved at this level, the student may request an informal review by the program director. It is expected that most problems or complaints of concern to students will be discussed and resolved in a timely fashion informally between the student and the program director. If the response from the program director is unacceptable to the student, or if the program director is the basis of the complaint, the student may initiate the formal grievance procedure. The Director, Allied Health Educational Partnerships, Center for Allied Health Education will be notified immediately by the program director of an impending formal grievance.

Formal Grievance Procedure

The formal grievance procedure begins when a dated written complaint is submitted to the program director. The written complaint may be submitted via email. An appeal must be initiated within 5 business days of the date on which cause of the appeal is known. A copy of the appeal must be sent to the Center for Allied Health Education.

STEPS

1. The **first step** of appeal should involve discussion with the **department director/ chairperson** or the **program's medical director** if the program director is also department director. Every effort should be made to resolve the issue at this step of the process. The **director/chairperson** or **program's medical director** has 5 business days to respond to the student in writing following the initial appeal request by the student as to the decision rendered.

2. If the decision rendered at the first step is deemed unacceptable by the student, the **second step** of appeal should involve the system-wide **Education Director/Manager** for the discipline. If no **Education Director/Manager** has been appointed, the **Director, Allied Health Educational Partnerships**, Center for Allied Health Education, should be notified. The **Education Director/Manager or Director, Allied Health Educational Partnerships**, has 5 business days to respond to the student in writing following notification of appeal as to the decision rendered.
3. If the decision rendered at the second step is deemed unacceptable by the student, the **third step** of the appeal involves the **Health Professions' Education Council's Student Appeals Committee**. The committee chairperson and two committee members will review each appeal. The decision and recommendations at this step are final. The **Health Professions' Education Council** has 5 business days to respond to the student in writing following notification of appeal as to the decision rendered.
4. An appeal should be filed with the **Center for Allied Health Education Office**. The education office will assign someone to assist the student throughout the appeal process.
5. The student shall have the opportunity to appear in person before the reviewing party at each step of the appeal process.
6. Appeals at each step must be made in writing by the student within 5 business days after receipt of the reviewing party's response. Email is acceptable. The **Center for Allied Health Education** must be copied on all communications at each step of the appeals procedure.
7. The **Human Resources** and **Legal Departments** are available, in a consultative capacity, to the Program Director, Program's Medical Director, system-wide Education Coordinator, Director, Allied Health Educational Partnerships or to the Chairman, Education Institute as it relates to the student's appeal.
8. If a student is not satisfied with the result of the appeal process, the student may wish to contact the following accreditation organization:

Joint Review Committee on Education in Radiologic Technology
20 Wacker Drive, Suite 2850
Chicago, Illinois 60606-3182
Web Site: www.jrcert.org
Phone: 312-704-5300