



ASR Student Clinical Grievance Procedure

If an ASR student is experiencing an issue with a clinical site, technologist, or support staff of the clinical site, the ASR program encourages the student to resolve/discuss the issue with the person(s) with whom they are having an issue. The ASR program encourages students to discuss concerns within 24-48 hours of first experiencing the concern. If the resolution is not possible, then students should utilize the following clinical grievance procedure:

1. The student has five (5) business days from the date of discussing the issue with the technologist to contact a clinical preceptor (CP), clinical instructor (CI), or clinical supervisor (different than the directly affected staff member if another one is at that location)
 - a. Students should outline their concerns in writing:
 - b. What communications have they had thus far with the parties involved
 - c. Should they also express in writing what resolution they desire
 - d. The resolution from the clinical staff should occur within seven (7) business days of notification from the student unless a different time frame is discussed with the student.
 - e. This resolution will be in writing and provided to the student, the technologist involved, the clinical supervisor, and the clinical coordinator.

2. If the student feels the resolution is unsatisfactory, the student has five (5) business days to contact the Clinical Coordinator for the ASR program.
 - a. The student should meet with the clinical coordinator in person, and a written formal complaint should be established with the clinical coordinator. Included will be:
 - b. The original complaint and details regarding the complaint
 - c. The attempts to resolve the issue previously
 - d. The desired outcome of the student
 - e. The written resolution offered from the clinical coordinator in conjunction with the program director should occur within seven (7) business days of notification from the student unless a different time frame is discussed with the student
 - f. If the student feels the resolution is not satisfactory, the student has five (5) business days to contact the RSI Department Chair

