

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

- g. The written resolution offered by the RSI Department Chair should occur within seven (7) business days of notification from the student, unless a different time frame is discussed with the student
- 3. If the student feels the resolution is not satisfactory, the student has five (5) business days to contact the college's VPAA in writing.
 - a. The student should provide, in writing, to the VPAA the following information:
 - b. Specific details of the original complaint
 - c. Documentation of efforts to resolve the outcome to this point
 - d. Indicate the student's desired outcome
 - e. The VPAA has seven (7) business days to respond to the student complaint in writing, and the decision of the VPAA is final
- 4. The grievance policy for college-specific items, not related to clinicals, can be found in the Cox College college catalog.