

## **Grievance Procedure**

Any student who believes that he/she has been subject to discrimination or unfair treatment, or feels that there has been violation of a policy or procedure has the right to present the complaint formally. This procedure should be followed if after initial discussion of the problem with the Program Director the issue has not been resolved. The objectives of this procedure are to provide the student with a means of being heard, to alert the Program of student discontentment and to recognize a possible need for change.

\* A grievance form is available in the student binder within the student cupboard, located in the Radiology department.

With any of the following steps, another student may accompany the student. The steps to follow for formal resolution of a complaint or grievance are:

Step One - Present the problem in writing to the program faculty. There will be five working days to resolve the complaint and give the student an answer. If not satisfied, the student should go on to Step Two.

Step Two - Present and discuss the written problem with the Radiology Supervisor. If the student is not satisfied of results after five working days, they should proceed to Step Three.

Step Three - The student may present his/her problem to the Grievance Committee. This committee consists of three members with one vote each, with majority ruling. The Grievance committee consists of:

- 1) CT department supervisor
- 2) Cath Lab director
- 3) representative from the HR dept.

The result of their votes will be final and binding. A working day is defined as Monday - Friday.