

STUDENT GRIEVANCE PROCEDURE

The Radiography Program at Forsyth Tech is committed to the principle of fair and equitable treatment and mutual respect for all members of the college community, especially students. When a student believes that he or she has been treated unfairly by an employee of the College it is our intention to ensure that the student has clearly defined avenues of recourse such that the complaint can be resolved fairly and equitably.

It is preferable that the complaint be resolved informally; however, when that is not feasible, this procedure will ensure that a formal process for resolution is available. The student must discuss his or her grievance with the individual beginning with Level 1 unless the issue is a claim of discriminatory harassment. If the result of the decision is not satisfactory, then the student can proceed to the next level. Documentation will occur at all levels and will be filed in the Program Coordinator's office.

A grievance must be presented, in writing, within 10 days after the action or decision in question. The program will make every effort to come to a resolution within 14 days of the student initiation of the grievance process. This period may be extended if more information is needed. Any grievance process that goes beyond level three, refer to Student Grievance Procedure in the Forsyth Tech Academic & Student Handbook.

What is a Grievance?

The College defines a grievance as a complaint or dispute of a student regarding the College with respect to the following:

1. The interpretation and application of the policies and regulations of the College or the North Carolina Community College System in areas other than disciplinary or academic appeal decisions addressed through the Student Code of Conduct.
2. Acts of retaliation as a result of the grievance procedure.
3. Complaints of discrimination on the basis of national origin, race, creed, religion, political affiliation, gender, sexual orientation/preference, age, or disability.
4. Actions that violate the constitutional rights of individuals.

What may not be accepted as a Student Grievance?

- Grievances may not be used to challenge College and Program policies and general procedures.
- Claims against an employee on matters that are unrelated to the employee's job or role at the College.
- Disciplinary decisions will be handled through the Student Conduct Committee.
- Grade appeal decisions will be handled through the academic appeals component of the Student Code of Conduct.

Grievance Levels

- Level 1: Instructor or Clinical Preceptor
- Level 2: Program Coordinator/Clinical Coordinator
Note: If the grievance occurs at the clinical site, the student first should contact the Clinical Coordinator and if needed, proceed to the Program Coordinator.
- Level 3: Associate Dean of Imaging
*Beyond Level 3, refer to the Student Grievance Procedure in the Forsyth Tech Academic & Student Handbook.

STUDENT CONCERN PROCEDURE

Any student who has a concern, that is not considered a grievance, in regard to didactic class, laboratory, clinical or the program should document their concern on the Student Concern Reporting Form (located in lab, BGH 112), or the student can meet with the faculty member directly associated with the area of concern to jointly complete the form. After filling out the form, a discussion of the student's concern should take place. If the result of the discussion is not satisfactory, then the student can proceed to follow the chain of command.

- 1: Instructor (class/lab) or Clinical Preceptor (clinical)
- 2: Clinical Coordinator (clinical)
- 2 or 3: Program Coordinator
- 4: Associate Dean of Imaging

Documentation must occur at all meetings. The documentation is to be filed in the Program Coordinator's office. The program will make every attempt to respond and/or resolve the concern within 14 days.

A Student Concern Reporting Form may be submitted anonymously in the drop box outside Room W203. The form must include enough information and/or details potentially to address the concern. However, if the documentation is anonymous any resolution or follow up may be limited. *It is important to mention that the Radiography faculty prefer to address and handle any student concern with the individual student to ensure adequate resolution.*