



RADIOGRAPHY PROGRAM

Florida

Student Grievance Procedure

All students have the right to appeal administrative decisions made by the faculty and staff of the Mayo Clinic Radiography Program.

- 1) *Before the grievance policy may be initiated, the student is required to meet with the other individual(s) in an attempt to rectify the situation.* If the perceived grievance is not rectified through a meeting, the student should proceed to step 2.
- 2) Written statement delivered to the Radiography Program Director within five (5) days of the incident. The statement must fully describe the circumstances giving rise to the perceived grievance and a description of the efforts made to resolve the grievance. A decision regarding this appeal will be made and delivered to the student within five (5) business days of receiving the appeal, exclusive of weekends, scheduled absences, or sick days.

In instances where an individual is uncomfortable taking a complaint to the Program Director, the student should contact one of the following who will consider the situation and act to address the concern: Operations Manager, Ombudsperson, Administrator, or Associate Dean.

- 3) If the student desires to appeal the decision made at step two, the student must present the perceived grievance within five (5) working days of the decision to the Operations Manager (OM) of Mayo Clinic School of Health Sciences (MCSHS) who oversees the Radiography Program. The OM will bring forth the grievance to the Dean of MCSHS. Within ten (10) business days, the Dean (or designee) will judge the merits of this appeal, or in certain situations at Dean's discretion, form a panel to consider the submitted information, and respond to the learner in writing. The Dean (or designee) may request additional information or appearance before the Dean and/or panel. The decision of the Dean or panel will be final, without further appeal.

This program is licensed by the Commission for Independent Education in the state of Florida. A student may contact them for assistance with grievances. The state Commission contact information is:

325 W Gaines St
Tallahassee, FL 32399
Phone: (850) 245-3200
Website: <http://www.fldoe.org/policy/cie>