

Mayo Clinic School of Health Sciences

Radiography Program

Student Grievance

All students have the right to appeal administrative decisions made by the faculty and staff of the Mayo Radiography Program. The student must follow the levels as listed below, in the order that they are listed. Any attempt to bypass a step of the process, will result in termination of the appeal process. *Before the grievance policy may be initiated at step one, 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 formal process, as detailed below, includes three steps.

Step One

Written statement delivered to the Radiography Program Director within five (5) business 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.

NOTE – If the incident involves the Program Director, the Program Director’s supervisor will review the incident and make a decision following the same timelines.

Step Two

If the student desires to appeal the decision made at step one, the student must provide a written statement to the Radiography Program Medical Director within five (5) business days of the decision at step one. The statement must fully describe the circumstances of the original incident and include a description of the efforts made to resolve the grievance at the previous step. A decision regarding this appeal will be made within five (5) business days of receiving the appeal, exclusive of weekends, scheduled absences or sick days.

Step Three

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 the 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.

Once the student has proceeded through all three levels of the grievance policy, the student has the right to appeal to the Joint Review Committee on Education in Radiologic Technology (JRCERT).