



HARBOR-UCLA MEDICAL CENTER

SCHOOL OF RADIOLOGIC TECHNOLOGY
POLICY AND PROCEDURE

Title of Policy ACADEMIC: COMPLAINT RESOLUTION	POLICY NUMBER 284 VERSION NUMBER 1 REVIEWED BY COMMITTEE(S):
REVIEW CYCLE: <input checked="" type="checkbox"/> 1 Year <input type="checkbox"/> 2 Years <input type="checkbox"/> 3Years EFFECTIVE DATE: 3/03/26 NEXT REVIEW DATE:	ATTACHMENT: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

STATEMENT OF POLICY:

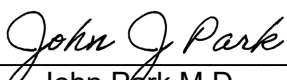

Procedures will be developed to create a mechanism to address complaints regarding non-compliance to school policy by the program. Students with complaints will be provided access to program officials, the Educational Advisory Committee, and Hospital Administration.

OBJECTIVE:

Program integrity requires that compliance to school policy and JRCERT Standards are observed. If noncompliance occurs, interested parties must have a mechanism to address complaints and correct noncompliance. Grievance procedures are addressed and resolved through informal and or formal grievance procedures. All students shall have the right to file a grievance. Students have the right to address any action or conduct directly affecting the student filing the grievance.

PROCEDURE:

1. Minor concerns such as a misunderstanding between a technologist and a student, or between one student and another student should be addressed and resolved at the source. This can be accomplished by having the involved participants meet with a Clinical Instructor and reach a satisfactory conclusion independently without the need for further intervention.
2. If concerns are not resolved as outlined above in the first step, the student(s) should provide written documentation of the issue within 10 business days to the Clinical Coordinator. The Clinical Coordinator will meet with all the involved parties to document and address the situation within 5 working days.
3. If the student is not satisfied with the results as outlined in the second step, the student may request to meet with both the Program Director and the Clinical Coordinator within 10 business days of the unresolved complaint. The Program Director's decision shall be issued within 5 working days.
4. If a student's grievance is not satisfactorily resolved within 15 working days as outlined in steps 1, 2, and 3; the student(s) has/have the right to another appeal. The student may file a written complaint to the Medical Advisor of the Radiology Department within 5 working days. Within 20 working days of filing a grievance, the Medical Advisor's written decision will be addressed to all concerned parties. The Medical Advisor shall have discretion to review grievances.
5. If the grievance is not satisfactorily resolved as outlined in steps 1- 4, then a written appeal may be filed to Hospital Administration within 5 working days. The administrator of the Radiology Department will review the case within 5 working days and submit a written decision to all concerned parties within an additional 5 working days.

APPROVED BY:  <hr/> John Park M.D. Chair, Department of Radiology	 <hr/> Tuyen Bui, M.S.H.S., R.T., (R) (ARRT) Educational Coordinator/Program Director	DATE: 3/03/2026
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