THE READING HOSPITAL SCHOOL OF HEALTH SCIENCES POLICY NO. 366

SUBJECT: NON-ACADEMIC Grievance Policy

Responsibility of: TRHSHS Program Directors
Revised: June, 2009 Reviewed: 2011

Purpose

To provide students with a system by which to grieve complaints relating to non-academic policies and procedures, and/or the conduct of faculty, staff and student employees.

Definition

School Days refers to Monday through Friday

Procedure

Step 1 - Informal Level

Should a grievance arise, the student shall first attempt to resolve the problem by discussing the issue with the involved parties within three school days of the occurrence. If the student believes that the issue is not resolved then the student may next consult with the Program Director of the enrolled program. It is recommended that (if appropriate) the Program Director convene a meeting with all involved parties in an attempt to resolve the issue. If the student feels that this process has still not resolved the issue, or if the Program Director is named in the grievance, then a formal non-academic grievance may be submitted.

Step 2 - Formal Level

1. The student shall submit a written grievance to TRHSHS Director within five school days from the time of the discovery of the occurrence. The written grievance must include a description as to why the effort in Step 1 did not achieve a satisfactory resolution.

2. TRHSHS Director (or designee) names the Non-Academic Grievance Committee members. Membership of the Non-Academic Grievance Committee shall be constituted as follows:
    - Three (3) faculty members and two (2) students shall be selected from the School by TRHSHS Director.
    - Wherever practical, the Committee shall include neither members of the faculty nor students of the program directly involved with the grievance. However, if requested by the program, committee, or participants, faculty and students from the program involved with the grievance may provide expert or other relevant information in the proceedings.

- TRHSHS Director will appoint a Committee Chairperson from among the three faculty members appointed to the committee.

If for any reason, any party involved in the grievance believes a conflict of interest exists with any of the individuals named to the grievance committee, the party has the right to request individuals who may more objectively render a decision.

3. TRHSHS Director shall send a copy of the filed grievance form to the chairperson of the committee for review.

4. The Committee will:
    - Attempt to meet within five school days and review the complaint.
    - Sign the grievance form when the material is reviewed
    - Schedule a meeting with the individuals involved in the grievance.
    - Have the authority to investigate the circumstances surrounding the grievance.
    - Maintain official written records of the proceedings (Chairperson)
    - Maintain confidentiality related to the complaint

5. The written record of the grievance and meeting will be stored in the student's permanent file. All official documentation of the non-academic grievance process shall be made accessible to both parties.

6. Following the grievance meeting, the committee will discuss the case in private and decide the outcome by secret ballot.
    - Each committee member has one vote
    - The chairperson votes only in the event of a tie

7. The chairperson of the committee will provide written notification of the decision to all involved individuals within three school days.

8. If either of the involved parties disagrees with the Non-Academic Grievance Committee's decision,
    - An official written appeal may be made to TRHSHS Director in charge of the School of Health Sciences within three school days of receiving the Committee's decision.
    - TRHSHS Director shall evaluate all of the written and recorded information.
    - TRHSHS Director may meet with involved parties.
    - TRHSHS Director will render a decision in writing within three school days to the individuals involved.
    - The decision of TRHSHS Director will be considered the final outcome of the grievance from The Reading Hospital School of Health Sciences.

9. The program Director is responsible to send required reports to the appropriate accrediting agency according to accreditation guidelines.

General information:

- The student has the right to request a school representative or advisor of his/her choice at all meetings.
- The student may not bring legal representation to the meeting
- The grievance meetings are not open to the public.
- The student may not make any audio or video recording of the meetings.
- TRHSHS Director has the authority to terminate the grievance process at any point in the process for failure of the student to comply with the grievance policy.
- The student will be allowed to continue in their Program until the committee has reached a decision, provided there are no concerns related to patient outcomes, students, faculty, or staff of the School. These concerns may be, but are not limited to threatening, intimidating, or disruptive behaviors, or breach of confidentiality related to the grievance such as discussion about the grievance outside of the above stated format.

THE READING HOSPITAL SCHOOL OF HEALTH SCIENCES
Grievance Meeting Procedure

PROCESS FOR CONDUCTING A NON-ACADEMIC GRIEVANCE MEETING

The grievance meeting will be conducted in an orderly manner allowing all parties an opportunity to be heard. All parties have the right to be present at the meeting. Each party has the right to present written or oral testimony, statements evidence and witnesses.

The following process is a guideline for the Non-Academic Grievance Committee Chairperson to utilize when conducting a grievance meeting.

- Introduction
- Confirmation of no conflict of interest
- Statement of confidentiality
- Presentation of the grievance and testimony by student
- Questioning of student by Grievance Committee
- Testimony of witnesses for the student
- Questioning of witnesses for the student by Grievance Committee
- Presentation of testimony by involved party (parties)
- Questioning of involved party by Grievance Committee
- Testimony of witnesses for the involved party (parties)
- Questioning of witnesses for the involved party by Grievance Committee
- Presentation of counter-evidence by student
- Presentation of counter-evidence by involved party (parties)
- Summary by student
- Summary by involved party
- Closure of meeting by the chairperson

FORMAL NON-ACADEMIC GRIEVANCE PROCEDURE FORM

This form will be used during the grievance process and will be retained in the student's file. A copy will be given to the student initiating the grievance. This form must be signed at every step regardless of whether the student accepts or rejects the decision.

Name of individual(s) filing the grievance:

Name of all individuals involved in the grievance:

Date of occurrence of the issue:

Description of Grievance (Please supply all necessary information known about the issue. Use additional paper if necessary):

_____

Signature, Director Date

_____

Signature, Student (Grievant) Date

Appointed Non-Academic Grievance Committee:

Name	
	Faculty Chairperson
	Faculty
	Faculty
	Student
	Student

I have received a copy of the filed grievance (attached) and I agree to serve on the Non-Academic Grievance Committee. I am committed to finding a fair resolution to the issue. I will maintain confidentiality of the information revealed to me in the grievance process.

_____

Signature, Chairperson Date

_____

Signature, Faculty Date

_____

Signature, Faculty Date

_____

Signature, Student Date

_____

Signature, Student Date

I understand that the above named individuals will be the committee selected to hear and render a decision related to my grievance. I am not aware of any conflict of interest or bias in any of the members of the committee. I am committed to providing truthful, complete, and accurate information to the committee to support the committee's effort in finding a fair resolution to the issue. I will maintain confidentiality of the related to this grievance process.

_____

Signature, Student (Grievant) Date

Committee Recommendations/Action

Date of Decision:

Description of Decision:

Signature, Chairperson Date

Signature, Faculty Date

Signature, Faculty Date

Signature, Student Date

Signature, Student Date

Was the above recommendation/action accepted or rejected (choose one) by all involved parties?
accepted [ ] rejected [ ]

Signature, Grievance Chairperson/ Date

Signature, Student (Grievant) Date

DIRECTOR LEVEL

Date of Decision:

Description of Decision

Was the above recommendation/action accepted or rejected (choose one) by all involved parties?
accepted [ ] rejected [ ]

_____
Signature, Student filing grievance/ Date

_____
Signature, Director/ Date

TRHSHS DIRECTOR LEVEL

Date of Decision:

Description of Decision

Note: This decision is the final outcome of the grievance process.

_____

Signature, TRHSHS Director / Date

_____

Signature, Student filing grievance / Date