

STUDENT GRIEVANCE PROCEDURE

Students who are dissatisfied with conditions, rules, policies, or course instructors may use the following protocol to file a grievance. Students are encouraged to talk to the radiography course instructor first to discuss the problem. If this fails, the student must:

1. Present the radiography course instructor with a written letter detailing the exact problem and requesting a solution. The course instructor will investigate the problem and provide the student with a response within 5 business days.
2. If the student is not satisfied with the radiography course instructor's decision, or the problem is of a personal conflict the radiography course instructor, the problem may be presented to the radiography program director. The student must provide the program director with a written letter detailing the exact problem and requesting a solution. The program director will provide the student with a response within 10 business days.
3. If the student is not satisfied with the radiography program director's decision, or the problem is of a personal conflict the radiography program director, the problem may be presented to the Dean of Health Technologies at Lakeland Community College. The student must submit the appeal in writing to the Dean of Health Technologies within 5 business days following the receipt of the response from the program director. The written appeal must describe (a) the problem as perceived by the student and (b) the outcome the student believes would be satisfactory. The Dean will meet with the student and attempt to resolve the matter within ten business days after receipt of the written appeal.
4. If the student is dissatisfied with the Dean's decision, the student may, within ten (10) business days, submit the appeal in writing to the Executive Vice President and Provost.
5. The Executive Vice President and Provost will review the information, consult with the Dean and/or program faculty members, and issue a decision. The Executive Vice President and Provost will attempt to resolve the situation.
6. The Executive Vice President and Provost's decision will be considered final and will terminate the process within the College.

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