City College Montana State University Billings Radiologic Technology Program
Student Grievance Procedure

These procedures are designed to provide the student a specific avenue of grievance regarding the decisions or actions of the City College Montana State University Billings Radiologic Technology Program Officials and serve to address any problem or concern that the student believes is in need of address and/or review.

Grievance Definition:

A grievance shall be defined, as any concern, complaint, or dissatisfaction with any aspects of the Program that a student believes is not resolvable by normal informal means of communications.

The following represents the process for formal grievance:

- First, attempt to resolve the problem with the Course Instructor or the MSUB Student Resolution Officer (SRO) within 5 business days after the event being grieved has occurred.
- If there is a problem with the Course Instructor or SRO and it is a Clinical Course, the student should attempt a resolution with the hospital based Clinical Instructor within 5 business days after the event being grieved has occurred.
- The next level of Communication is with the City College Clinical Coordinator(s) within 5 business days after communication about the event being grieved with the Clinical Course Instructor has occurred.
- The next level of Communication is with the Program Director within 5 business days after communication about the event being grieved has occurred with the Course Instructor if it is a Non-Clinical Course or the Clinical Coordinator(s) if it is a clinical course.
- The next level of Communication is with the Nursing, Health and Public Safety Chairperson within 5 business days after communication about the event being grieved has occurred with the Program Director.
- The next level of Communication is with the City College Dean within 5 business days after communication with the Nursing, Health and Public Safety Chairperson has occurred.
- The final level of Communication is with the ViceProvost of Student Affairs after they have been contacted about the event being grieved by the student or the City College Nursing, Public Health and Safety Chairperson. The Vice-Provost Grievance Process/Procedures/Timelines supersede the City College Radiologic Technology
Program Grievance Policy/Procedures/Timelines, and can be found at https://www.msubillings.edu/vcsa/student_grievance_procedures.htm

JRCERT Report of Non-Compliance

If the individual is unable to resolve the complaint with program/institution officials or believes that the concerns have not been properly addressed, he or she may submit allegations of non-compliance to the JRCERT: Chief Executive Officer Joint Review Committee on Education in Radiologic Technology 20 North Wacker Drive, Suite 2850 Chicago, IL 60606-3182 Phone: (312) 704-5300 Fax: (312) 704-5304 e-mail: mail@jrcert.org