I. Policy: Service Excellence is a high priority for Clinical Simulation Center (CSC). The goal is to resolve concerns/complaints in a timely manner to meet the simulation needs of our partnering organizations, faculty, staff, learners and the public. The CSC considers concerns/complaints initially as a concern. In the event the concern cannot be resolved when recognized and/or with basic professional communication, the concern will be escalated to the CSC Director. The Program Director will determine if the concern requires documentation regarding a programmatic issue, an education activity issue or a standardized patient performance issue. In these cases, the Program considers the concern a complaint and will follow the Quality Improvement Procedure by completing a Quality Improvement Plan to document follow-up and/or resolution.

II. Procedure:

1. Inter-professional concern/complaint resolution with internal and external customers:
   a. Concerns regarding scheduling services or resources:
      i. For hospital based simulations:
         i. Co-coordinators at each site are to attempt to meet scheduling needs taking into account space and simulation educator availability.
         ii. Co-coordinators will also take into account timing of request.
         iii. Co-coordinators will work together between sites to determine if sessions can be granted at a different site.
         iv. If the scheduling concern cannot be corrected, then co-coordinator will notify the CSC Director who will have final responsibility for resolving the concern.
      ii. For standardized patient (SP) based simulations:
         i. Administrative specialist will attempt to meet scheduling needs taking into account space, standardized patient availability, and learner schedules.
         ii. If scheduling concern cannot be corrected, then administrative specialist will notify the CSC Director who will have final responsibility for resolving the concern.
   iii. When concern are escalated to the CSC Director the CSC Director will take into consideration: Faculty resources, number of learners,
SP resources, equipment availability and use of supplies as appropriate to the requested simulation education modality.

b. Inter-professional concerns - CSC Faculty and Staff are expected to act in a professional manner with all simulation users and fellow faculty.
   i. In the event that a concern occurs, the involved parties should make every effort to discuss and work out the concern through peer to peer professional communication.
   ii. In the event that concern resolution is unsuccessful then the CSC Director will be notified and determine the course of action required to resolve the concern.

2. CSC Employee concern resolution: Radford University has processed in place to handle employee grievances based on their employment category.
   a. Faculty Educators/Co-coordinators: In the event that a complaint or concern arises, the employee is to follow the Radford University Administrative and Professional Faculty Grievance Procedure found in the Radford University Administrative and Professional Faculty Handbook at https://www.radford.edu/content/dam/departments/administrative/human-resources/handbooks/APHandbook120817.pdf
   b. All other RU CSC employees: Administrative Specialists, Information Technology Specialist or standardized patients: In the event that a complaint or concern arises, the employee is to follow the Workplace Dispute Resolution/General Grievance Provisions outlined in the Grievance Procedure Manual found at https://www.radford.edu/content/dam/departments/administrative/human-resources/handbooks/APHandbook120817.pdf

3. Learner Concerns:
   a. Each learner will complete a post simulation survey and have the opportunity to provide feedback about the simulation, including any complaints or concerns that arise.
   b. If in-person learner issue or concern arise; the CSC faculty or staff that received the concern will attempt to resolve the issue and/or notify the CSC Director depending on the scope of the issue. Once notified, the CSC Director will have final responsibility for resolving the concern.
   c. Learners also have their School of Nursing procedure for non-grade related complaints or concerns.

4. Concerns may also be received through emails, letters, and/or session evaluations.
   a. If a concern involves a CSC employee, the CSC Director will address the issue with them individually.
   b. General concerns will be discussed during CSC faculty/staff meetings as needed.
III. Concern/Complaint Resolution Chain of Command

Student/CSC User

CSC Faculty/Staff

CSC Director

University/College Grievance Processes