



## Concern/Complaint Resolution Policy & Procedure

Original Date: May 2019

Reviewed: Annually

Last reviewed: May 2024

- 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 outline 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

