

# CHEROKEE NATION W.W. HASTINGS HOSPITAL

## SURGICAL TECHNOLOGY PROGRAM

### STUDENT GRIEVANCES

#### **Student Grievances**

If a student has a grievance with any part of the Cherokee Nation W.W. Hastings Hospital Surgical Technology Program, the student should first attempt to settle the problem with the person in charge of the area of concern. If the problem cannot be settled at that level, the student should submit a written complaint to the program director and it will be addressed no later than 15 business days from the date of submission of the complaint. If a student's grievance or complaint is not resolved to his/her satisfaction, the student may contact appropriate Cherokee Nation W.W. Hastings Hospital program advisory committee.

Committee Person(s)

Rochelle L. Lewis CST, Didactic Instructor

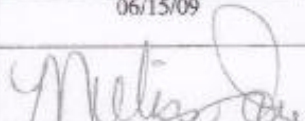
[rochelle-lewis@cherokee.org](mailto:rochelle-lewis@cherokee.org)

Patricia S. Sumner, CST, Program Coordinator/Clinical Coordinator

[patricia-sumner@cherokee.org](mailto:patricia-sumner@cherokee.org)

Mitchell Thornbrugh Administrative Officer/Dean

**CHEROKEE NATION HEALTH SERVICES GROUP**

MANUAL:	ADMINISTRATIVE	CHAPTER #:	1
SUBJECT:	SECTION 504 GRIEVANCE PROCEDURE	SECTION- SUBSECTION:	L
FIRST EFFECTIVE DATE:	06/15/09	SUPERCEDES MATERIAL DATED:	06/17/09
APPROVED BY: HEALTH SERVICES GROUP LEADER		DATE: 5/14/10	

PROCEDURE

It is the policy of Cherokee Nation Health Services, including the Cherokee Nation W.W Hastings Hospital, not to discriminate on the basis of disability. Cherokee Nation Health Services, including the Cherokee Nation W.W Hastings Hospital has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) or the U.S. Department of Health and Human Services regulations implementing the Act. Section 504 states, in pertinent part, that "no otherwise qualified handicapped individual...shall, solely by reason of his handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance..." Copies of statutes, regulations and other related materials may be accessed by contacting the Director of Health Privacy and Compliance, who has been designated to coordinate the efforts of Cherokee Nation Health Services, including the Cherokee Nation W.W Hastings Hospital, at (918) 453-5529.

Any person who believes she or he has been subjected to discrimination on the basis of disability may file a grievance under this procedure. It is against the law for Cherokee Nation Health Services, including the Cherokee Nation W.W Hastings Hospital to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

Grievances must be submitted to the Section 504 Coordinator within ten (10) working days of the date the person filing the grievance becomes aware of the alleged discriminatory action.

A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.

The Section 504 Coordinator (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section

504 Coordinator will maintain the files and records of Cherokee Nation Health Services, including the W.W. Hastings Hospital relating to such grievances.

The Section 504 Coordinator will acknowledge receipt of complaint in writing to the person filing it within seven (7) days and issues a decision within 30 days of filing. The acknowledgement and decision are made in writing to the Health Services Group Leader and the person filing the complaint.

The person filing the grievance may appeal the decision of the Section 504 Coordinator by writing to the Cherokee Nation Health Services Group Leader within fifteen (15) days of receiving the Section 504 Coordinator's decision.

The Group Leader of Cherokee Nation Health Services shall issue a written decision in response to the appeal no later than thirty (30) days after its filing.

The availability and use of this grievance procedure does not prevent a person from filing a complaint of discrimination on the basis of disability with the:

U. S. Department of Health and Human Services  
Office for Civil Rights  
1301 Young Street, Suite 1169  
Dallas, TX 75202

Or call Toll-Free: 1.800.368.1019

Cherokee Nation Health Services, including the Cherokee Nation W.W Hastings Hospital, will make appropriate arrangements to ensure that disabled persons are provided other accommodations if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing interpreters for the deaf, providing taped cassettes of material for the blind, or assuring a barrier-free location for the proceedings. The Section 504 Coordinator will be responsible for such arrangements.