

NON-COMPLIANCE WITH JRCERT STANDARDS

Provision is made for students to make a complaint regarding the Program's non-compliance with the current Joint Review Committee on Education in Radiologic Technology (JRCERT) Standards.

Responsibility: Program Director, Educational Advisory Committee
Standard: Human Resource

The JRCERT Standards assure that a program accredited by the JRCERT maintains a high quality in education for the students as well as protecting the student and public from unwarranted or unsafe policies or practices.

Students are provided with a copy of the JRCERT Standards as a part of the Student Handbook after enrollment in the Program. Students have online access to the handbook in addition to a paper or digital copy. Students may also access the Standards at the following hyperlink: [Accreditation Standards - 2021 - JRCERT: Joint Review Committee on Education in Radiologic Technology](#)

A student who has an allegation that the Program is not in compliance with the current Standards is advised to complete the accompanying form and submit to the Program Director.

It is the intent of the Program to have the Program Director and Educational Advisory Committee resolve a student's complaint of JRCERT noncompliance at a level as close to the problem as possible. Most problems should be resolved in an informal setting with the student and the Program Director. If the problem cannot be resolved informally, the student may request a hearing through the Educational Advisory Committee.

STEP I

STUDENT:

A student who has a complaint of JRCERT noncompliance should identify the problem in writing by completing the accompanying form. The student shall submit a copy to the Program Director. The Program Director and Director of Imaging Services shall acknowledge receipt by signing and dating the form.

PROGRAM DIRECTOR:

It is the responsibility of the Program Director to act on the problem and respond to the student within five (5) days (excluding weekends and holidays), from receipt of the complaint of JRCERT noncompliance. The Program Director should consult with the JRCERT if necessary for better understanding of the Standards.

STEP II

STUDENT:

If the complaint is not resolved to the student's satisfaction in Step I, the student will give written notification of the reason for escalation to the Program Director or Director of Imaging Services who will send a copy of the complaint of JRCERT noncompliance to the Educational Advisory Committee members.

EDUCATIONAL ADVISORY COMMITTEE:

Will investigate the complaint of JRCERT noncompliance and listen to the student's point of view as well as that of the Program Director, or person involved. Within five (5) days from the receipt of the complaint of JRCERT noncompliance (excluding weekends and holidays), the Educational Advisory Committee will give the student a written response to the complaint of JRCERT noncompliance and send a copy to the Director of Imaging Services. The Educational Advisory Committee should consult with the JRCERT, if necessary, for better understanding of the Standards.

STEP III

STUDENT:

If the student continues to have complaints of the Program's non-compliance with the JRCERT standards, then the student should directly contact the JRCERT to present the issue. The student should fax the complaint form and any subsequent documentation to the JRCERT office to assist the JRCERT in understanding the reason for the allegation.

Contact numbers: Phone (312) 704-5300 Fax (312) 704-5304

No student will be subject to reprimand or harassment as a result of initiating a complaint, providing testimony, or assisting a fellow student with the presentation of a complaint.

The Program will maintain a record of each complaint of JRCERT noncompliance, the proceedings and the resolution.

Signature
Stephanie Cannon, MSRS, RT(R)(ARRT)
Program Director

Signature
Joshua Lively, MHA, BSRT(R), RT (R)(VI)(ARRT)
Director of Imaging Services

Reviewed: 5/26/11, 5/24/12, 2/7/13, 1/16/15, 1/13/17, 1/5/18, 1/10/19, 3/26/2020, 8/16/2021, 2/3/2022, 2/3/2023

Revised: 5/26/11, 5/24/12, 1/31/14, 1/15/16

**REGIONAL WEST MEDICAL CENTER SCHOOL OF RADIOLOGIC
TECHNOLOGY**

ALLEGATION OF NONCOMPLIANCE OF THE JRCERT STANDARDS FORM

I believe that Regional West Medical Center School of Radiologic Technology is currently in noncompliance with the Standards of an Accredited Radiographer Program by the Joint Review Committee on Education in Radiologic Technology in the following matter:

Standard Number _____

Date of event: _____

Explain incident:

Signature of complainant

Date

Signature of Program Director on receipt

Date

Signature of Assistant Director, Imaging Services

Date of receipt

ATTACH HOW ALLEGATION RESOLVED