

## POLICY ON NON-COMPLIANCE OF JRCERT STANDARDS

Radiography students, faculty, graduates or other individuals have the right to file a complaint with the Joint Review Committee on Education in Radiologic Technology (JRCERT). Concerning failures by the Department to comply with the STANDARDS of the JRCERT and undermines their educational pursuit at New York City College of Technology.

The purpose of the policy is to address the issue of non-compliance with the JRCERT STANDARDS. This policy particularly applies in cases where an individual has a complaint about the Department non-compliance.

### **Procedure**

The following procedure shall apply:

1. An radiography student or any individual who wishes to issue a complaint of non-compliance with the JRCERT must initiate the complaint by writing a detailed letter of the specific standard of non-compliance to the chairperson of the department and requesting an appointment to discuss the complaint. The chairperson, within one (1) week, will meet with the student to resolve the complaint.
2. If the complaint is resolved, the chairperson will record the discussion, signed by the student, and filed in the student's record, with a copy to the Department's Appeal, Due Process/Grievance Committee.
3. If the complaint is not resolved, the chairperson will refer the matter to the Committee.
4. Within two (2) weeks of the meeting with the chairperson, the chairperson of the Committee with notify the student, giving the student five (5) business days to schedule a meeting with the Committee to discuss the complaint. A letter should be sent, by certified mail, to the student at the address appearing on the student's record. The student must confirm the meeting with the Committee within two (2) weeks. If the student fails to respond, it will be recorded and filed in the student's record.

5. Once both the student and the Committee meets, the Committee should report the recommendations to the Department Chairperson and send a copy by certified mail to the student within five (5) days of the conclusion of the meeting.
6. Following this procedure, if the student or individual agrees with the recommendations, it will be noted, signed by the student and filed in the student's record or filed with the department.
7. If the student or individual is not satisfied with the recommendations of the Committee to resolve the complaint, the student or individual within two (2) weeks should submit the complaint in writing to the Dean of the School of Professional Studies.
8. If the Dean is unable to resolve the program, the student or individual has the right to submit an Allegation Reporting Form with the JRCERT and must provide a copy to the Department's Chairperson, Committee and Dean within two (2) weeks.

The Department will work closely and professionally with the Joint Review Committee on Education in Radiologic Technology to resolve any reported non-compliance complaints.

#### JRCERT CONTACT INFORMATION-

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