

OZARKS TECH™

RADIOGRAPHY

Radiography Program's JRCERT Grievance Reporting Process

As a program that is committed to the accreditation process and the standards provided by the JRCERT, we have a process established if a student, faculty member, technologist, or member of the community feels the Ozarks Tech Radiography program is in non-compliance with a JRCERT standard they are asked to follow this process.

The JRCERT standards ensure the program provides the best educational experience for the student and provides clinical sites with the most prepared future technologists possible.

If the person(s) would like to make an allegation of non-compliance, below are the steps to follow:

1. Contact the Ozarks Tech Radiography Program's Program Director via e-mail, phone, or in person and provide written details regarding the complaint. Including which standard is in non-compliance. Please refer to the [JRCERT standards page](#) for a list of the standards.
 - a. The Program Director has a maximum of 14 business days to investigate the complaint and provide a written report of findings and any potential resolutions. The Program Director shall provide the rationale for their decision. The Program Director may request an extension for additional time to investigate the issue further.
2. If the resolution provided by the Program Director is not satisfactory to the complainant, the next step is to provide in writing the complaint and further explanation of why the resolution was not solved to the Dean of Health Sciences within 7 business days from the report by the Program Director.
 - a. The Dean of Health Sciences has a maximum of 14 business days to investigate the complaint and provide a written report of findings and any potential resolutions. The Dean of Health Sciences may request an extension for additional time to investigate the issue further.
3. If the resolution provided by the Dean of Health Sciences is not satisfactory to the complainant, the next step is to provide in writing the complaint and further explanation of why the resolution was not solved to the Executive Vice Chancellor within 7 business days from the report by the Dean of Health Sciences.
 - a. The Executive Vice Chancellor has a maximum of 14 business days to investigate the complaint and provide a written report of findings and any potential resolutions. The

Executive Vice Chancellor may request for an extension for additional time to investigate the issue further.

4. The final step, if the resolution is not resolved within the program or the college and they have exhausted all of the program and college procedures, the complainant has the option to then file a formal complaint with the JRCERT through their process. The JRCERT requires the complaint is attempted to be solved at the program and college level first.
 - a. Their process is found here: <https://www.jrcert.org/accreditation-for-students/allegations/>
 - b. Their form can be found here: <https://www.jrcert.org/wp-content/uploads/2024/03/Allegations-Reporting-Form-1-2024.pdf>

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