



## School of Osteopathic Medicine

### **SOM Policies and Procedures Regarding Complaints Related to the COCA Accreditation Standards.**

**COCA Standard 5.8:** The COM, and/or its parent institution, must publish policies and procedures regarding student complaints related to accreditation standards and procedures, and must maintain records of the receipt, adjudication, and resolution of such complaints.

*Guideline: The COM should utilize student complaints in its ongoing performance improvement processes, as appropriate.*

#### **Policy**

Complaints regarding COCA accreditation standards may be filed by any individual including osteopathic medical students, faculty, staff or an individual or institution effected by the accreditation program academically or professionally.

#### **Procedures**

1. The complaint must be in writing and signed by the complainant, all signed complaints should be submitted to the Dean.
2. The complaint must be based on violation(s) of a COCA accreditation standard and it must be based on direct and responsible information.
3. The complainant should provide a narrative of the allegation as it relates to accreditation standards or procedures that include any documentation to support the allegation. This information must be accurate and well documented.
4. The complainant will provide evidence that an effort has been made to resolve the problem through an appropriate SOM channels; the complaint must include information about all other actions initiated to resolve the problem.
5. Within 10 days of receipt of the complaint, the Dean will appoint an ad hoc committee to investigate and make a recommendation to the Dean within 30 days. This committee will be chaired by the appropriate Associate Dean, CFO or COO and will include at least two faculty members. The Dean may also choose to add a student and/or staff member to the committee if deemed appropriate.
6. If the ad hoc committee finds that there is no basis to the complaint:
  - a. The finding will be forwarded to the Dean
  - b. The Dean will notify the complainant of the committee's finding in writing.
7. If the committee does find merit to the complaint:
  - a. The committee can recommend corrective action to the Dean.
  - b. The Dean will ensure that corrective action is taken.
  - c. The complainant will be notified in writing of this finding and the corrective action.
8. A file of all complaints will be kept on record in the Dean's office.

Based on Commission on Osteopathic College Accreditation, Accreditation of Colleges of Osteopathic Medicine; COM Accreditation standards and procedures effective July 1, 2010 page 51.

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