

Complaints Related to Accreditation Standards

Purpose:

The purpose for the Duquesne University College of Osteopathic Medicine (COM) Policy and Procedures on Complaints Related to Accreditation Standards is to establish a confidential accreditation standard complaint resolution process that includes a description of how these complaints are filed, resolved through an adjudication process without retaliation, and maintained through the COM's records retention system.

Scope:

This policy shall apply to all the COM students, faculty, staff, and administrators.

Responsibility:

The responsibility to review and revise the COM's policy regarding accreditation standard complaints is established by the COM leadership and approved by the COM Dean and Duquesne University Provost. It is effective as of the date noted and shall remain effective until amended or terminated by the COM Dean or University Provost.

Policy:

1. ACCREDITATION STANDARDS

The COM is committed to meeting and exceeding the standards for *Accreditation of Colleges of Osteopathic Medicine: COM Continuing Accreditation Standards* as described by the Commission on Osteopathic College Accreditation (COCA). A copy of the standards is available upon the request from the Office of the Campus Dean or at the AOA COCA's website.

2. COMPLAINT PROCEDURES

Students, faculty, or staff who believe that the COM may not be in compliance with a standard of accreditation have the right to file a complaint through one or all of the following procedures:

- a. Complete a DUQCOM Accreditation Standards and Procedures Complaint Form, which is available electronically on the DUQCOM website. The form requires individuals to identify the COCA standard where the complainant believes the college is not in compliance. Submission of this form triggers a formal confidential process for DUQCOM to investigate and if applicable provide a corrective action plan for a standard of noncompliance.
- b. Contact the COCA to directly report his/her complaint to:

COCA Assistant Secretary
AOA Commission on Osteopathic College Accreditation
142 East Ontario Street
Chicago, IL 60611-2864

Complaints Related to Accreditation Standards

Phone: (888) 626-9262
predoc@osteopathic.org.

If the complainant chooses option a, the following procedures will be followed:

- a. Once the Dean receives the Complaint Form, he or she will make the Provost aware of the complaint.
- b. The Dean will appoint an ad hoc committee to investigate the complaint and if warranted, the committee will make a recommendation back to the Dean.
- c. After a thorough investigation has been conducted, a determination as to whether the COM is compliant or non-compliant regarding the standard(s) in question will be made.
 - 1) If the COM is noncompliant, a recommendation as to a corrective action(s) will be made to the Dean.
 - 2) If the COM is compliant, no corrective action(s) are required. However, the ad hoc committee reserves the right to make further recommendations to the Dean.
- d. The ad hoc committee will submit a final report, in writing, to the Dean who will ensure actions are taken to bring the institution into compliance.
- e. The Dean or designee will meet with the complainant to inform them of the resolution and to explain the findings.
- f. A copy of the records will be maintained by the COM.

3. RETALIATION

Neither the College, nor any person, shall intimidate, threaten, coerce, or discriminate against any individual for the purpose of interfering with any right or privilege secured by this policy, or because the individual has made a report or complaint, testified, assisted, or participated or refused to participate in any manner in an investigation, proceeding, or hearing under this policy. Complaints alleging retaliation may be filed with the COM Director of Student Affairs.

Effective Date: 1/1/2021
Revised: 4/7/2022 Revision: 1

Duquesne University College of Osteopathic Medicine

DUQCOM ACCREDITATION STANDARDS AND PROCEDURES COMPLAINT FORM

The Duquesne University College of Osteopathic Medicine (DUQCOM) is committed to meeting and exceeding the standards for Accreditation of Colleges of Osteopathic Medicine: COM Continuing Accreditation Standards as described by the Commission on Osteopathic College Accreditation (COCA). A copy of the standards is available upon request from the Office of the Dean.

Students, faculty, or staff who believe that DUQCOM may not be in compliance with a standard of accreditation have the right to file a complaint, using this form which has been modeled after the COCA's accreditation standard complaint form. Submission of this form triggers a formal confidential process for DUQCOM to investigate and if applicable provide a corrective action plan for a standard of noncompliance. For more information, please review the DUQCOM Policy entitled "Complaints Related to Accreditation Standards."

Your Full Name: _____

Email: _____ Telephone: _____

Address: _____

Your affiliation to DUQCOM: Faculty: Staff: Student:

Factual Allegations (What happened to give rise to this complaint?):

(Use additional sheets as necessary)

Identify all individuals involved:

(Use additional sheets as necessary)

What Accreditation Standards and Elements do you allege to have been violated? The Accreditation Standards may be accessed here: <https://osteopathic.org/accreditation/standards/>

As to *each* Accreditation Standard or Element alleged to have been violated, please correlate every factual allegation that supports your allegation of the violation. Please be as specific as possible.

Example: “Standard/Element X was violated because ...”

Standard/Element was violated because:

Standard/Element was violated because:

Standard/Element was violated because:

Standard/Element was violated because:

(Use additional sheets as necessary)

What documents support your allegations? Identify and attach all documents you believe will assist DUQCOM in reviewing your concerns.

What actions have been taken to resolve the problem through DUQCOM and what were the outcomes of those actions?

(Use additional sheets as necessary)

By signing below, I attest that the information provided above is true and accurate to the best of my knowledge.

Signature

Date

Print Name

Please submit the form and supporting documentation to the DUQCOM Dean's Office at mccaffreyr@duq.edu.