



**NOORDA COLLEGE**  
of OSTEOPATHIC MEDICINE

Policy Name:	Filing a Complaint with the College's Accrediting Agencies
Approval Authority:	Board of Trustees
Responsible Executive:	Dean
Responsible Office(s):	Dean's Council
Effective:	January 2019
Expires:	January 2024
Last Revised:	N/A
Next Review Date:	N/A

## **Filing a Complaint with the College's Accrediting Agencies**

### **Policy Statement**

Noorda College of Osteopathic Medicine is applying for accreditation by the American Osteopathic Association (AOA) Commission on Osteopathic College Accreditation (COCA).

Noorda-COM is committed to treating all members of the College community (administrators, faculty, staff, students, all other persons that participate in the College's educational programs and activities) fairly with regard to provide complainants the opportunity to utilize their organization as a vehicle to deal with specific grievances as well as being a mechanism for reviewing and finally resolving accreditation related complaints.

Noorda-COM recognizes the need for students to voice grievances and to seek resolution to issues with faculty/staff/students, or interpretations of COCA Accreditation Standards. Noorda-COM also recognizes the responsibility of the student to express their concerns in a professional and ethical manner.

Students with complaints should refer to the specific policies below. If assistance is needed, students can contact the Office of the Dean for further information. In addition to the complaint procedures below, students also have the opportunity to provide anonymous feedback on matters through the "Noorda-COM Suggestion Box". Noorda-COM forbids any retaliatory action against students who present concerns and complaints in good faith.

### **Entities Affected by the Policy**

- Applicants
- Students

- Faculty
- Staff
- Credentialed Instructional Staff
- Administration
- Board of Trustees

## Policy Procedures

Any individual who believes Noorda-COM is not in compliance with a COCA accreditation standard has the right to address his/her concern.

- This may be done informally by contacting the appropriate Noorda-COM administrator.
- Formal complaints are submitted to the Office of the Dean to report perceived noncompliance with a COCA accreditation standard must include;
  - A written statement that is signed and dated
  - Identify the COCA standard in question
  - Specific details as to why the complainant perceives that Noorda-COM is not in compliance
- The process for review and adjudication of a formal complaint related to accreditation standards is as follows:
  - The written complaint will be reviewed by the Dean's Council
  - One or more administrators will be assigned to conduct further investigation of the complaint and report back to the Dean's Council within 30 days.
  - The report will detail:
    - COCA standard(s) in question
    - Details of the complaint
    - Findings that support or refute the complaint
    - Corrective action plan, if applicable
- The Dean's Council will review the report and may accept it as complete or take further action as indicated.
- Once the matter has been deemed fully addressed by the Dean's Council, a written response will be prepared and sent to the complainant. This response will detail the findings of the review and any steps taken to correct the complaint, if applicable.
- A copy of all documents related to the complaint and its adjudication and response will be kept on file in the College's record retention system.
- There will be no retaliation to the complainant for filing a complaint.
- Complainants who are not satisfied with the adjudication of and response to the complaint may appeal to the President of the College in writing within five (5) days of

being notified of the resolution of the complaint.

- Individuals may choose to file a complaint directly and confidentially with the AOA Commission on Osteopathic College Accreditation. Written complaints should be addressed to the Secretary of the Commission on Osteopathic College Accreditation. Complaints that cannot be addressed by the College may be filed with COCA at the following addresses:

Department of Accreditation American Osteopathic Association

142 East Ontario Street Chicago, IL 60611-2864 1.800.621.1773

- Toll free 1.888.626.9262 and 1.312.202.8124 Email -

[predoc@osteopathic.org](mailto:predoc@osteopathic.org)

## Definitions

N/A

## Responsibilities

- President
- Dean
- Dean's Council
- Faculty
- Staff
- Credentialed Instructional Staff
- Students

## Policy Violations

Students, faculty, and employees found to be in violation of this policy will be subject to discipline including written reprimand, termination or dismissal with cause.

## Interpreting Authority

- President
- Dean
- Dean's Council

## Statutory or Regulatory References

N/A

## Relevant Links

[osteopathic.org/inside-aoa/accreditation/COMaccreditation/Pages/standards-of-accreditation.aspx](http://osteopathic.org/inside-aoa/accreditation/COMaccreditation/Pages/standards-of-accreditation.aspx)

## Policy Adoption Review and Approval

Motion to accept Policy.

Offered by: Trevor Smith

Seconded by: Kimball Anderson

Chair of the Board of Trustees: 

Date: March 25, 2019