


# Accreditation Standard Complaint Policy

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|  <b>KHSC</b><br>KANSAS HEALTH SCIENCE CENTER | <b>Policy Sponsor:</b> Dean/Chief Academic Officer |                                      |                                     |
|   | <b>Policy Type:</b> Academic                       |                                      |                                     |
|   | <b>Approval Date:</b><br>9/23/2020                 | <b>Effective Date:</b><br>12/10/2020 | <b>Revision Date:</b><br>12/10/2020 |

## 1. POLICY STATEMENT

Kansas Health Science Center (KHSC)-Kansas College of Osteopathic Medicine(KansasCOM) provides a confidential process for an accreditation standard complaint filed by a student, staff, faculty member, members of the public, or institutions affected by program accreditation.

## 2. PURPOSE

The purpose of this policy is to inform students, employees, public members, and institutions of the confidential process to file an accreditation standard complaint.

## 3. APPLICABILITY

All KHSC-KansasCOM students, employees and members of the public or institutions affected by program accreditation.

## 4. DEFINITIONS

### 4.1 Commission on Osteopathic College Accreditation (COCA)

The Commission on Osteopathic College Accreditation (COCA) serves as the institutional accrediting body for KHSC-KansasCOM.

### 4.2 Accreditation Standard

A COCA Accreditation Standard is a standard required of all Colleges of Osteopathic Medicine for accreditation.

## 5. PROCEDURES

### 5.1 Filing a complaint

A COCA accreditation standard complaint may be made by a KHSC-KansasCOM student, employee, or faculty, or by members of the public or institutions affected by program accreditation. A complaint must be based on a violation(s) of a COCA standard and based on direct information. The complaint should include a description of the following:

- A narrative of the allegation and its relation to a COCA standard(s).
- Supporting documentation of the allegation.

Complaints are to be submitted in writing to the Dean/Chief Academic Officer of KHSC-KansasCOM.

### 5.2 Complaint Resolution

All complaints forwarded to the Dean/Chief Academic Officer will remain confidential. The Dean/Chief Academic Officer will review the complaint and respond in writing to the complainant. If merit to the complaint is found, the Dean/Chief Academic Officer shall indicate the corrective action to be taken to address the complaint(s).

### 5.3 Record keeping

All complaints and their resolution will be kept on file in the Dean/Chief Academic Officer's office as part of the KHSC-KansasCOM record retention system.

**5.4 Direct reporting to COCA**

Individuals or institutions may file a complaint confidentially and directly to the American Osteopathic Associations Commission on College Accreditation at:

Vice President, Accreditation  
American Osteopathic Association 142 East Ontario Street  
Chicago, IL 60611  
Phone: (800) 621-1773; (312) 202-8097 Fax: (312) 202-8397  
Email: [predoc@osteopathic.org](mailto:predoc@osteopathic.org)

**5.5 Non-retaliation**

KHSC-KansasCOM will not tolerate any forms of retaliation against an individual or organization who files an accreditation standard complaint. Any KHSC-KansasCOM employee who engages in retaliation will be subject to disciplinary action up to and including termination.

**6. RELATED DOCUMENTS**

- N/A

**7. CONTACTS**

- Dean/Chief Academic Officer

| <b>POLICY APPROVAL</b>             |                                      |                                     |
|------------------------------------|--------------------------------------|-------------------------------------|
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