


Accreditation Standard Complaint Policy

 KHSC KANSAS HEALTH SCIENCE CENTER	Policy Sponsor: Dean/Chief Academic Officer		
	Policy Type: Academic		
	Approval Date: 9/23/2020	Effective Date: 12/10/2020	Revision Date: 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 convene a task force of appropriate deans/chairs/faculty, and students based on the complaint and the task force will review the complaint within 10 business days of the complaint being filed with the Dean/CAO.

- If the complaint is determined to have merit by the task force:
 - The task force will recommend corrective action
 - The Dean/CAO will contact COCA within 15 business of the complaint being filed and will work with COCA on a corrective action plan
 - COCA will contact the complainant in writing of the finding and corrective action
- If the complaint is determined not to have merit:
 - The Dean/CAO will contact COCA within 15 business of the complaint being of the task forces' finding
 - COCA will contact the complainant in writing of the finding

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: (312) 202-8124; (312) 202-8097 Fax: (312) 202 8424
 Email: 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

POLICY APPROVAL		
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