

**BURRELL COLLEGE
OF OSTEOPATHIC MEDICINE
POLICY MANUAL**

SECTION: General Administrative

BCOM Policy 2006
Previously #3106

TOPIC: Accreditation Standard Complaint (Previously Titled *Accreditation Grievance*)

Approval Date: 05/16

Ratified: 11/29/16

Revised: 04/18,
9/18 (#change), 12/18

Approved: Signature on File
Dean & Chief Academic Officer

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Accreditation Standard Complaint

Students, faculty, staff or any individual and/or institution may file a complaint related to BCOM's compliance with accreditation standards published by the Commission on Osteopathic College Accreditation (COCA). A copy of the current COCA accreditation standards can be found online at:

<http://www.osteopathic.org/inside-aoa/accreditation/COM-accreditation/Documents/com-continuing-accreditation-standards.pdf>.

A copy is available for review from the Director of Accreditation.

Procedures:

1. Anyone wishing to file a complaint may do so in writing and submit it to the Compliance Officer. A form is available from the Compliance Officer. Complainants are encouraged to identify themselves to aid in fact finding and resolution recognizing that all such complaints will be held in strictest confidence. However, such complaints may also be submitted anonymously by completing the form on the college's Website at: <http://bcomnm.org/accreditation/accreditation-complaint/>. In lieu of completing the prepared form, a letter providing all information requested in item 2 may be mailed directly to the Compliance Officer at the college.
2. The complaint must identify which standard is believed to be in violation, provide an explanation of how the standard has been violated and include any supporting documentation/evidence if such is available.
3. The Compliance Officer will review all submitted complaints and make an initial determination as to fact.
4. The Compliance Officer will provide an initial determination to the Dean/CAO who will confirm the findings of the Compliance Officer and determine if any corrective action is necessary. If so, the Dean/CAO will assure that such actions are taken and compliance with the standard has been achieved.
5. If the complainant has identified him or herself the complainant will be notified in writing of the finding and any corrective action taken.
6. If the complaint is not corrected to the satisfaction of the complainant, the individual may submit a confidential complaint directly to the COCA at the following:

**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**

All inquiries and complaints received by the college regarding accreditation shall be considered confidential. Any individual or entity making such inquiry or filing a complaint in good faith shall not be subject to retaliation irrespective of final adjudication of the matter. All records of such inquiries or complaints shall be held by the college and subject to review by the Commission on Osteopathic College Accreditation (COCA) or other regulatory agencies as may be required by law.