



## Institutional Policy D9080 Student Complaints

Category: Students  
Subject: Student Complaints  
Effective: September 9, 2025  
Updated:

### 1. Authority

COCA 9.2

### 2. Purpose

The purpose of this policy is to provide a process for the receipt, adjudication, and resolution of student complaints related to (i) accreditation standards and procedures set by the American Osteopathic Association (“AOA”) Commission on Osteopathic College Accreditation (“COCA”) and (ii) matters not covered by a specific NCOM policy

### 3. Student Complaints Regarding Non-Compliance with COCA Accreditation Standards and Procedures

3.1 NCOM is committed to meeting or exceeding COCA accreditation standards and complying with COCA procedures. A copy of the standards and procedures is available upon request from the Office of the Dean/CAO and the NCOM website.

3.2 Students may submit complaints related to COCA accreditation standards and procedures and any noncompliance therewith by following NCOM’s procedure on student complaints.

3.3 NCOM shall maintain records of the receipt, adjudication, and resolution of any complaints received pursuant to this Section 3. These records, including a copy of the original complaint and any resulting action, shall be kept on file in the Office of the Dean/CAO for such time as required by law or accreditation standards.

3.4 NCOM may, as appropriate, utilize any student complaints in its ongoing performance improvement processes.

3.5 The contact information for COCA in the AOA Office of Predoctoral Education is as follows:  
Commission on Osteopathic College Accreditation  
Division of Predoctoral Education  
142 East Ontario Street

Chicago, Illinois 60611-2864  
(312) 202-8124  
[predoc@osteopathic.org](mailto:predoc@osteopathic.org)

#### **4. Student Complaints to Illinois Board of Higher Education**

Per their website, complaints that have not been resolved internally can be filed through [Illinois Board of Higher Education - Complaint System](#)

#### **5. Student Complaints to the Higher Learning Commission**

Per their website, complaints that have not been resolved internally can be filed through [File a Complaint Against an Institution | The Higher Learning Commission](#)

#### **6. Student Complaints Not Covered by a Specific Policy**

6.1 While most student complaints, such as sexual harassment, student mental health, and grade appeals, are addressed by specific NCOM institutional policies, students may submit complaints concerning matters not covered by a specific policy by following NCOM's procedure on student complaints.

6.2 NCOM shall maintain records of the receipt, adjudication, and resolution of any complaints received pursuant to this Section 4. Complaints involving academic matters, including a copy of the original complaint and any resulting action, shall be kept on file in the Office of the Dean/CAO. All other complaints received pursuant to this Section 4, including a copy of the original complaint and any resulting action, shall be kept on file by the Associate Dean for Academic Affairs for medical students and the Assistant Dean for GME for graduate students. These records shall be kept for such time as required by law or accreditation standards.

#### **7. Retaliation regarding complaints**

Retaliation regarding complaints noted in Sections 3 through 6 will not be tolerated, and will lead to disciplinary action including, but not limited to, dismissal from NCOM.

Signed by:



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Dean/CAO