



Procedure For Institutional Policy D9080: Student Complaints

1. Purpose

The purpose of this procedure is to administer Institutional Policy D9080: Student Complaints.

2. Applicability

2.1 This procedure applies to all Niazee College of Osteopathic Medicine (“NCOM”) students and any student complaints falling under Institutional Policy D9080: Student Complaints.

2.2 NCOM reserves the right to amend this procedure at any time.

3. General Provisions

3.1 If the final calendar day of any deadline contained in this procedure falls on a weekend, NCOM recognized holiday, or other non-business day, the deadline shall extend to the next NCOM business day.

3.2 If a complaint filed under this procedure is against an NCOM administrator responsible for receiving, investigating, or making determinations concerning the complaint, the NCOM Dean/CAO shall designate an alternate administrator to perform the duties set forth in this procedure in place of the administrator against whom the complaint was filed.

3.3 Non-Retaliation. NCOM prohibits any act of retaliation toward any student filing a complaint.

3.4 Filing of False Complaints. NCOM will not tolerate the filing of false complaints. Deliberately false and/or malicious complaints will subject the false reporter to disciplinary action up to and including dismissal from NCOM.

4. Student Complaints Regarding Non-compliance with COCA accreditation standards

4.1 Students may submit a complaint related to accreditation standards and procedures set by the Commission on Osteopathic College Accreditation ("COCA"). All complaints must be in writing and signed and dated by the student and may be submitted directly to COCA. If submitting by email, the subject line should read, "Complaint Regarding COM", and sent to predoc@osteopathic.org.

4.1.1 The Complaint should be based on a violation of a COCA accreditation standard. The complainant should provide a narrative of the allegation as it relates to accreditation

standards and include any documentation to support the allegation. This information must be accurate and well documented.

4.1.2 COCA accreditation standards can be found on the [AOA website](#).

4.1.3 The contact information for COCA in the AOA Office of the Predoctoral Education is as follows:

Secretary, Commission on Osteopathic College Accreditation
Division of Predoctoral Education
142 East Ontario Street
Chicago, Illinois 60611-2864
predoc@osteopathic.org

4.2 Upon NCOM's receipt of a complaint on accreditation standards from COCA, the Dean/CAO and the **Assistant Dean for Data and Educational Effectiveness** will be sent a copy of the complaint within one (1) business day.

4.3 The **Assistant Dean for Data and Educational Effectiveness** shall review the complaint and investigate the allegations of noncompliance. The student complaint and the complaint will be kept confidential during the investigation. The **Assistant Dean for Data and Educational Effectiveness** shall report the results of the investigation to the Dean/CAO in writing within ten (10) business days of receiving the complaint from COCA. The report shall include a determination of whether non-compliance with COCA accreditation standards and procedures occurred and all relevant facts supporting that determination.

4.4 The Dean/CAO shall review the **Assistant Dean for Data and Educational Effectiveness**' report and may seek clarification or additional information, if necessary. Within fifteen (15) calendar days of receiving the report, the Dean/CAO shall:

4.4.1 Make the final decision concerning whether non-compliance with COCA accreditation standards occurred and document that decision in writing;

4.4.2 Notify COCA of findings in writing, including a corrective action plan if the complaint had merit.

4.4.3 Forward a copy of the written decision to the **Assistant Dean for Data and Educational Effectiveness** and, if applicable, the appropriate NCOM administrator(s) to address any non-compliance issues; and

4.4.4 Provide written notification to the student who filed the complaint and, if applicable, a summary corrective action plan.

4.5 If the Dean/CAO decides that non-compliance occurred, the appropriate NCOM administrator(s) shall take immediate steps toward addressing the non-compliance and shall provide written updates to the Dean/CAO until the non-compliance issue has been resolved. Once the non-compliance issue has been resolved, the appropriate administrator(s) shall provide

written notification of the final resolution to the Dean/CAO. The Dean/CAO will work with the COCA and ensure that corrective action is taken and any non-compliance is resolved.

4.6 Records of the receipt, adjudication, and resolution of any complaints related to COCA accreditation standards shall be forwarded to and kept on file in the Office of the Dean/CAO for at least 20 years or as specified by COCA accreditation standards.

5. Student Complaints not covered by a specific policy

5.1 Minor Complaints.

Students may file minor complaints concerning a matter not covered by a specific NCOM policy directly with the appropriate department or the **Office of Compliance and Community responsiveness** for review and resolution. Such minor complaints may be handled directly by the appropriate department without following the formal complaint procedure set forth in this Section 5.

5.2 All Other Complaints

For those complaints not considered minor under Section 5.1 above, students may file a complaint concerning a matter not covered by a specific NCOM policy to the Office of **Student or Academic** Affairs. All complaints under this Section 5.2 must be in writing and signed and dated by the student.

5.2.1 Upon receipt of a complaint meeting the requirements of Section 5.2, the Associate or Assistant Dean for Academic Affairs shall, as soon as possible, forward the complaint to the appropriate administrator(s), depending on the subject matter involved in the complaint, for review, investigation, and resolution. The Associate or Assistant Dean for Academic Affairs shall also forward a copy of the complaint to the Dean/CAO.

5.2.2 The appropriate administrator(s) shall review the complaint, investigate the allegations, and, if warranted, determine any measures necessary to address or resolve the allegations in the complaint. The appropriate administrator(s) shall prepare a written report of the investigation, any determinations made to address or resolve the complaint, and any departmental or procedural changes that should be implemented based on the nature of the complaint. The appropriate administrator(s) shall provide a copy of the written report to the Institutional Continuous Quality Improvement ("CQI") Committee. The Institutional CQI Committee shall assess, as needed, the complaint and written report, including determinations made and any resulting departmental or procedural changes based on the complaint.

5.2.3 Within twenty (20) business days of receiving the complaint from the Associate or Assistant Dean for Academic Affairs, the appropriate administrator(s) shall provide written notification to the student who filed the complaint of the determinations made to address or resolve the complaint. The appropriate administrator(s) shall forward a copy of the written notification to the Associate or Assistant Dean for Academic Affairs and the Dean/CAO.

5.2.4 Records of the receipt, adjudication, and resolution of any complaints received under this Section 5.2 related to academic matters shall be forwarded to and kept on file in the Office of the Dean/CAO. Records of all other complaints received under this Section 5.2 shall be forwarded to and kept on file by the Associate or Assistant Dean for Academic Affairs . These records shall be kept for seven (7) years from the date of matriculation of the students filing the complaint.