 KANSAS HEALTH SCIENCE UNIVERSITY	Policy Title:	Accreditation Standard Complaint Policy			
	Policy Sponsor(s):	Dean/Chief Academic Officer			
	Policy Type	Academic <input checked="" type="checkbox"/>	Non-Academic <input type="checkbox"/>	Page:	1 of 2
	Approval Date:	9/23/2020	Effective Date:	5/17/2023	Revision Date:

1. POLICY STATEMENT

Kansas Health Science University (KHSU)-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 for filing an accreditation standard complaint.

3. APPLICABILITY

All KHSU-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 KHSU-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 KHSU-KansasCOM student, employee, 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 centered 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.

Written complaints must be submitted to the Dean/Chief Academic Officer of KHSU-KansasCOM.

5.2 Complaint Resolution

All complaints forwarded to the Dean/Chief Academic Officer will remain confidential. Based on the complaint, the Dean/Chief Academic Officer will convene a task force of appropriate deans/chairs/faculty and students. The task force will review the complaint within ten (10) business days of the complaint being filed with the Dean/Chief Academic Officer.

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- If the complaint is determined to have merit by the task force:
 - The task force will recommend corrective action.
 - The Dean/Chief Academic Officer will contact the COCA within 15 business days of the complaint filing and work with the COCA on a corrective action plan.
 - The COCA will contact the complainant in writing about the finding and corrective action.
- If the complaint is determined not to have merit:
 - The Dean/Chief Academic Officer will contact the COCA within 15 business days of the complaint filing with the task force's decision.
 - The COCA will contact the complainant in writing about 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 KHSU-KansasCOM record retention system.

5.4 Direct Reporting to COCA

Complaints that cannot be addressed by KHSU-KansasCOM may be filed with COCA at the following address:

Department of Accreditation American Osteopathic Association
 142 East Ontario Street Chicago, IL 60611-2864
 1.800.621.1773
 Toll-free 312.202.8200
 Email: predoc@osteopathic.org

5.5 Non-retaliation

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

6. RELATED DOCUMENTS

- Student Handbook and Academic Catalog

7. CONTACTS

- Dean/Chief Academic Officer
- Associate Dean of Student Affairs and Services