 KANSAS HEALTH SCIENCE UNIVERSITY	Policy Title:	Accreditation Standard Complaint Policy			
	Policy Sponsor(s):	Dean & Vice President of Academic Affairs			
	Policy Type	Academic <input checked="" type="checkbox"/>	Non-Academic <input type="checkbox"/>	Page:	1 of 3
	Approval Date:	9/23/2020	Effective Date:	11/19/2025	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.

KHSU-KansasCOM strictly prohibits retaliation against any individual who, in good faith, submits an accreditation standards complaint. Retaliation is subject to disciplinary action under institutional policy.

3. APPLICABILITY

All KHSU-KansasCOM students and all institutional personnel who are involved in the handling of accreditation standard complaints.


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.
- 4.3 Complainant:** Individual or party submitting the complaint.
- 4.4 Complaint Investigator(s):** An individual or group of appropriate academic and/or administrative personnel to evaluate a complaint.
- 4.5 Retaliation:** Any adverse action taken against a complainant, witness, or participant in the process because of their involvement in a complaint.
- 4.6 Records Retention:** The process of maintaining complaint files in compliance with institutional retention schedules and COCA audit requirements.

5. PROCEDURES

5.1 Submittal & Receipt Process

- KHSU-KansasCOM receives a complaint internally alleging non-compliance with a Commission on Osteopathic College Accreditation (COCA) accreditation standard, **or** KHSU-KansasCOM has been notified by the COCA that a complaint has been filed directly with them and requires an institutional response or investigation.
- Complaints must be submitted within two (2) years of the alleged incident that is the basis of the complaint, consistent with COCA policy.

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- The complaint must include a written and signed submission, cite the relevant COCA accreditation standard(s), provide a narrative explanation of the alleged non-compliance, and include supporting documentation.
- If filed directly with COCA, the complainant must also provide evidence of efforts to resolve the concern through KHSU-KansasCOM administration prior to contacting COCA.

5.2 RESPONSIBILITIES

- **Dean/CAO:** Receives complaints, oversees the complaint adjudication, and ensures resolution and official communication. Ensures institutional compliance with COCA submission deadlines and provides oversight to safeguard against retaliation.
- **Complaint Investigator(s):** Review complaint documentation, conduct fact-finding, and provide written findings and recommendations.
- **Administrative Support:** Maintains secure records, manages communications, logs status updates, and ensures records are stored in compliance with confidentiality and retention standards.

5.3 Receipt and Acknowledgment

a. Internal Complaint Submission:

- KHSU-KansasCOM receives a written complaint via institutional email, physical mail, or official submission process.
- A formal acknowledgment will be sent to the complainant, within a reasonable period of time, confirming that the complaint has been received and will be reviewed.

b. COCA Referred Complaint:

- KHSU-KansasCOM receives a notification from COCA indicating that a complaint has been filed externally and requires institutional review.
- A formal acknowledgment will be sent to COCA confirming that the complaint has been received and will be reviewed.
- KHSU-KansasCOM convenes internal leadership immediately to coordinate a timeline, ensuring that the institutional response submission to COCA is within fifteen (15) business days, according to COCA Complaint Procedures.


5.4 Assignment, Review, and Timeline

a. Internal Complaint:

- The Dean/CAO will designate the matter to the Complaint Investigator(s).
- Investigators will be provided with all pertinent complaint materials.
- Investigators will review the complaint promptly, gather any necessary additional documentation, and draft an outcome letter for review by institutional leadership.

b. COCA Referred Complaint:

- The Dean/CAO will designate the matter to the Complaint Investigator(s).

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- Investigators will be provided with all pertinent complaint materials.
- Investigators will review the complaint promptly, gather any necessary additional documentation, and prepare a response that includes findings and recommendations at least five (5) business days prior to the COCA submission deadline to allow sufficient review by institutional leadership.

5.5 Communication of Outcome

a. Internal Complaints:

- KHSU-KansasCOM will issue a written outcome letter to the complainant.

b. COCA Referred Complaints:

- KHSU-KansasCOM will prepare a written response in COCA's required format, including findings, actions taken, and supporting documentation.
- The response will be submitted to COCA by the fifteen (15) business day deadline, and a record of the submission, including acknowledgment of receipt (if provided), will be internally tracked.

5.6 Record Retention and Confidentiality

- All complaint records, including submissions, correspondence, evidence, notes, and outcome letters, will be retained following the KHSU-KansasCOM's Records Management & Retention Policy and in alignment with COCA requirements.
- Records will be stored digitally in secure, access-restricted systems or in locked physical storage.
- Confidentiality will be maintained at all times following FERPA Policy & Procedures, and complaint information will only be disclosed to privileged parties.

6. RELATED DOCUMENTS

- Student Handbook and Academic Catalog
- FERPA Policy and Procedure
- Records Management and Retention Policy
- COCA Complaint Policy
- COCA Complaint Process Overview and Institutional Responsibilities

7. CONTACTS

- Dean
- Vice President of Academic Affairs
- Senior Associate Dean for Student Affairs and Strategic Academic Programs