



College of Osteopathic Medicine
SAM HOUSTON STATE UNIVERSITY

Element 2.4: Accreditation Standard Complaint Policies and Procedures

- **2.4-1 Supporting Documentation**
 - Documentation of Policies and Procedures Regarding Accreditation Standard Complaints and their Adjudication – [link](#)

Documentation of Policies and Procedures Regarding Accreditation Standard Complaints and their Adjudication



SHSU-COM Accreditation Standard Complaint Policy

Page 1 of 2

Created: June 11, 2018

Revised: January 29, 2019

Approved: SHSU-COM Executive Committee, January 29, 2019

Reviewed and Approved: SHSU-COM Executive Committee, May 2, 2023

1. GENERAL

The SHSU-COM accreditation standard complaint policy describes the confidential accreditation standard complaint resolution process. All inquiries and complaints received by the college regarding accreditation shall be considered confidential, to the extent permitted by Texas law. 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.

2. FILING COMPLAINTS

2.1. Complaints regarding Commission on Osteopathic College Accreditation (COCA) accreditation standards may be filed by students, faculty, staff, members of the public, or institutions affected by the accreditation program academically or professionally.

2.1.1. The complaint must be based on violation(s) of a COCA accreditation standard, and it must be based on direct and responsible information.

2.1.2. The complainant should provide a narrative of the allegation as it relates to accreditation standards or procedures, including any documentation to support the allegation. This information must be accurate and well documented.

2.1.3. Complaints must be submitted in writing directly to the Dean of the COM at:
Dean, SHSU-COM 925 City Central Ave., Conroe, Texas 77304 or by email at com-dean@shsu.edu

3. RESOLVING COMPLAINTS AND MAINTAINING RECORDS

3.1. The Dean, or the Dean's appointee, shall review and investigate all submitted complaints and make a determination as to the facts.

3.1.1. The Dean shall respond in writing to all complaints indicating review.

3.1.2. If merit to the complaint is found, the Dean shall ensure that corrective action is taken, and the complainant shall be notified in writing of this finding and the corrective action.

3.2. A file of all complaints shall be kept on record in the Dean's office as a part of the COM records retention system.

4. DIRECT FILING OF COMPLAINTS TO COCA

4.1. Individuals or institutions may file a complaint directly and confidentially with the American Osteopathic Associations (AOA) Commission on Osteopathic College Accreditation (COCA), at the following:

Vice President, Accreditation
American Osteopathic Association
142 East Ontario Street
Chicago, IL 60611-2864

Phone: (312) 202-8124
Email: predoc@osteopathic.org

Procedure Title: Accreditation Standard Complaint

Corresponding Policy: SHSU-COM Accreditation Standard Complaint Policy
COCA Standard/Element: COCA 2.4 Accreditation Standard Complaint Policies and Procedures

Effective: Upon granting of Pre-Accreditation Status

Revised: January 22, 2019

Reviewed and Approved by SHSU-COM CEC, May 2, 2023

Description:

SHSU-COM, in cooperation with SHSU Academic Affairs, shall provide students, faculty, staff, and institutions with the opportunity to communicate any grievance with the policies or procedures of the college.

| Procedure/Duty | | Responsible Party |
|-----------------------|---|---|
| 1. | Any unit of the college receiving a grievance regarding the policies or procedures of the College of Osteopathic Medicine, the University, or the Texas State University System shall immediately notify the supervisor of that unit. | Faculty and Staff |
| 2. | The appropriate member of the unit shall review the grievance with the Department Chair to determine whether the request constitutes an individual consideration or institutional review. | Department Chairs, Associate Deans, Assistant Deans, and/or Directors |
| 3. | Any grievance requiring institutional review shall be referred to the SHSU-COM Dean's Office, or Faculty governance as appropriate. Grievances from staff are to be referred to SHSU Human Resources. | SHSU Designated Authority |
| 4. | Any grievance requiring institutional review shall be fully investigated. Where academic standards or practices are determined to be out of compliance, recommendations shall be made to the Dean of the college and, if applicable, the SHSU Provost. | SHSU Student Affairs, SHSU-COM Dean |
| 5. | The Dean shall review all recommendations made with regard to policies and procedures of the college and adopt such modifications as may be needed to assure compliance with accreditation and regulatory standards. The Provost shall make similar determinations with regard to the academic policies and procedures of SHSU. | SHSU-COM Dean, SHSU Provost |
| 6. | SHSU shall retain all records of grievances received and provide a report of final disposition to the complainant when such is known. Students shall be appraised of their rights under this procedure and those of SHSU-COM through the SHSU-COM website. | SHSU-COM Dean, SHSU Provost, SHSU Student Affairs |

| | | |
|----|--|------------------------------|
| 7. | The SHSU-COM website shall provide contact information for students or faculty wishing to file their complaint directly with the COCA. | SHSU-COM Educational Affairs |
|----|--|------------------------------|