

University of Northern Colorado
College of Osteopathic Medicine

**Policy: Complaints Regarding Non-Compliance with COCA
Accreditation Standards**

Responsible Party: Dean, College of Osteopathic Medicine

COCA Standard: 2.4

Review Frequency: Annually and as needed.

The University of Northern Colorado College of Osteopathic Medicine (UNC COM) is committed to meeting or exceeding the standards for accreditation of colleges of osteopathic medicine as established by the American Osteopathic Association Commissions on Osteopathic College Accreditation (AOA-COCA). A copy of these standards is available through the Office of Student Affairs and can also be found online at: <https://osteopathic.org/accreditation/standards/>

Any individual who believes UNC COM is not in compliance with a COCA accreditation standard has the right to have their concern addressed through this complaint process. This may be done informally by contacting the Associate Dean of Admissions and Student Affairs, the Associate Dean of Preclinical Sciences or the Associate Dean of Clinical Education and GME.

Any individual may also file a confidential formal complaint to report alleged noncompliance with COCA standards without fear of retaliation. The process for filing such a complaint is as follows:

- A written statement which identifies the COCA standard in question and details why the complainant believes that the UNC COM is not in compliance with the standard should be submitted to the Special Assistant to Senior Leadership.
- The statement must be signed and dated. Anonymous complaints will not be accepted.
- The Special Assistant to COM leadership will email the complainant within 5 business days to acknowledge receipt of the complaint.
- The written complaint will be de-identified and reviewed by the Dean's Council.
- One or more administrators will be assigned to conduct further investigation of the complaint and to report back to the Dean's Council within 30 days of their assignment. Their report will include:
 - Findings that refute or support the claim.
 - A corrective action plan, if applicable.
- Within 10 days of receiving this report, a written response will be sent to the complainant. This response will detail the findings of the review and any steps taken to correct the complaint, if applicable.
- A report of the complaint and adjudication will be provided to the Faculty Assembly, the SGA, and any relevant standing committees within the COM. The complainant will not be identified in this reporting process.

- A copy of the complaint and all related reports will be retained as outlined in the COM records retention policies.
 - Complainants who are not satisfied with the adjudication of and response to the complaint may appeal to the Dean of the College within 5 business days of being notified of the resolution of the complaint. The appeal must be in writing, addressed to the Dean of UNC COM, signed by the individual and must thoroughly explain the basis for the appeal. Any documents that provide evidence for the appeal should be provided with the appeal letter.
 - The dean, or their designee, will acknowledge receipt of the appeal within 3 business days and will adjudicate the appeal within 15 business days after confirming receipt.
 - The dean may request additional information, and such information must be provided within 3 business days of the request.
 - The decision of the dean is final.
- If the complainant is not satisfied with the results of this process, individuals may choose to file a complaint directly and confidentially with the AOA Commission on Osteopathic College Accreditation. A complaint form, which outlines the requirements and process for complaint submission, can be found on the AOA website at <https://osteopathic.org/accreditation/accreditation-guidelines-policies/>.

Policy Reviewed and Approved by Deans Council 12/12/24