

Accreditation Complaint Policy and Procedure for Commission of Osteopathic College Accreditation (COCA)

Policy Information			
Policy# :	ACA.6050	Reviewed Date(s):	9/28/2022, 5/28/2025
Date Created:	9/2/2022	Revised Date(s):	5/28/2025
Policy Owner:	Dean of OM	Council/Committee Recommendation:	Provost Council
Responsible College Administrator:	VP Academic Affairs/Provost	President Council Approved Date:	9/29/2022

1. Purpose

- 1.1. To provide contact information for the Commission of Osteopathic College Accreditation (COCA).
- 1.2. To establish that Baptist University College of Osteopathic Medicine (BUCOM) allows individuals to file confidential complaints regarding any issues of non-compliance with any accreditation standard(s) and the process by which a complaint can be filed. Complaints will be resolved through a fair adjudication process, will be treated confidentially, and without any retaliation to the complainant. All records shall be maintained for a period of seven years.

2. Policy

- 2.1. The Commission on Osteopathic College Accreditation (COCA) recognizes the value of information provided by students, employees, and others in determining whether a college of medicine's (COM) performance is consistent with COCA standards for obtaining or maintaining accreditation.
- 2.2. COCA is committed to ensuring that member institutions maintain appropriate grievance procedures and standards of procedural fairness and that these are applied appropriately and consistently.
- 2.3. A COM must publish policies and procedures that include a confidential accreditation standard complaint resolution process.
 - 2.3.1. These must include a description of how complaints can be filed, how complaints are investigated and resolved using a standardized adjudication process, how retaliation is not tolerated, and how records are retained.
 - 2.3.2. The established accreditation standard complaint filing process must include a system for filing confidential complaints with the COCA and provide contact information for the COCA.
 - 2.3.3. Complaints will be resolved through a fair adjudication process, will be treated confidentially, and without any retaliation to the complainant. All records shall be maintained for a period of seven years.

3. Definitions

- 3.1. None.

4. Procedure

- 4.1. The procedures set forth below apply only to complaints directly involving BUCOM educational program(s) and non-compliance with relevant accreditation standards.



- 4.1.1. It neither address nor precludes complaints under other Baptist Health Sciences University policies or procedures (e.g., the Honor Code, the Code of Conduct, the Sexual Assault Policy, the Policy against Sexual Harassment and Discrimination, etc.).
- 4.1.2. The Dean may consult with legal counsel as needed based on the nature of the complaint.
- 4.1.3. Complaints not directly implicating non-compliance with accreditation standard(s) or not governed by other policies listed above should be addressed to the Senior Associate Dean of Administration, Operations, and Services:
- 4.1.4. Any individual who believes BUCOM is not in compliance with a COCA accreditation standard has the right to communicate that concern to the Assistant Dean of Accreditation and Assessment for consultation.
 - 4.1.4.1. If there continues to be the perception of non-compliance, a formal complaint can be filed with the Assistant Dean of Accreditation and Assessment.
 - 4.1.4.1.1. The complaint must be in writing, signed, and dated. Anonymous complaints will not be accepted.
 - 4.1.4.1.2. The complaint must identify the COCA standard in question and provide an explanation detailing the perceived non-compliance.
 - 4.1.4.2. The Assistant Dean of Accreditation and Assessment will submit the complaint to Dean's Council for review and determination of further investigation.
 - 4.1.4.2.1. If the Dean's Council determines further investigation is required they will appoint a task force of at least three members to investigate the validity of the complaint.
 - 4.1.4.2.1.1. The task force will have thirty (30) calendar days to complete their investigation and provide a written report with recommended action, if applicable, to the Dean's Council.
 - 4.1.4.2.1.2. The Dean has ten (10) calendar days to choose to accept the report and recommendation or determine if additional investigation or further action is needed.
 - 4.1.4.2.1.2.1. If additional investigation or action is required the Dean has ten (10) days to complete and make a final determination.
 - 4.1.4.2.2. A final determination will be provided to the Dean's Council and the complainant, in writing, with details of the finding and corrective action, as applicable.
 - 4.1.4.3. BUCOM will protect the integrity and validity of the accreditation complaint review process by maintaining appropriate confidentiality and approaching the investigation from a context of impartial discovery.
- 4.1.5. Individuals also have the option to file a complaint regarding a COCA accreditation standard directly to the COCA (See Section 4.1.5.5).
 - 4.1.5.1. The written complaint should list the specific accreditation standard(s) which is in suspected non-compliance. It should describe in detail the circumstances of the matter and explain how BUCOM is not adhering to the accreditation standard(s).
 - 4.1.5.2. The complainant must provide their name and official email address to allow further communication about the complaint. If the complaint is sent by registered U.S. mail, it must also include the student or employee's local mailing address.
 - 4.1.5.3. All written complaints must be dated and signed. A complaint submitted by e-mail is deemed to be signed by the individual from whose e-mail account the complaint is submitted.



4.1.5.4. BUCOM will protect the integrity and validity of the accreditation complaint review process by maintaining appropriate confidentiality and approaching the investigation from a context of impartial discovery.

4.1.5.5. The linked form and contact information below should be used for all COCA complaints: [COCA-Complaint-Form.pdf \(osteopathic.org\)](#)

Commission on Osteopathic College Accreditation (COCA)

142 E. Ontario St. Chicago, IL 60611-2864

PH: 312-202-8124

predoc@osteopathic.org

4.1.6. Retention of Records

4.1.6.1. A record of each complaint and its resolution, including any decision on appeal, shall be retained by the office of the BHSU President for a period of seven years.

4.1.7. Non-Retaliation

4.1.7.1.1. BHSU/BUCOM adheres to a non-retaliation policy that protects any individual making a complaint. BHSU/BUCOM will not permit any employee or student to retaliate in any manner. Any form of retaliation or retribution by a student or employee towards a complainant or other involved party is strictly prohibited.

5. Related Information

5.1. COCA Standard 2 - Element 2.4 - Accreditation Complaint Policy and Procedures

5.2. [COCA Complaint Review Procedures \(chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://osteopathic.org/index.php?aam-media=/wp-content/uploads/2018/02/complaint-review-procedures.pdf\)](#)

6. Publications

Yes	Publication	Yes	Publication
x	University Academic Catalog	x	University Website
x	University Student Handbook		MyCampus
	University Faculty and Staff Handbook		Other University Publication: