



**University of Pikeville
Kentucky College of Osteopathic Medicine
Office of the Dean**

Accreditation Standard Complaint Policy

Policy Contact: Dean, Kentucky College of Osteopathic Medicine
Policy Category: Administration
Policy Number: 2.4
Review: Annually

Purpose

University of Pikeville – Kentucky College of Osteopathic Medicine (KYCOM) provides policy and procedures regarding a confidential accreditation standard complaint resolution process. This process includes a description of how complaints are filed, resolved through an adjudication process, and maintained through KYCOM's record retention system. This policy outlines the process for filing confidential accreditation complaints with the Commission on Osteopathic College Accreditation (COCA) and contact information of the COCA.

Policy Statement

KYCOM is committed to complying with and exceeding the accreditation standards set by the American Osteopathic Association (AOA) Commission on Osteopathic College Accreditation (COCA). According to the AOA, "Accreditation signifies that a college of osteopathic medicine has met or exceeded the AOA standards for educational quality with respect to mission, goals and objectives; governance, administration and finance; facilities, equipment, and resources; faculty; student admissions, performance, and evaluation; preclinical and clinical curriculum; and research and scholarly activity."

In the event that there is a concern that the school is not following the accreditation standards, a confidential accreditation standard complaint may be filed within KYCOM or with the American Osteopathic Association's Commission on Osteopathic College Accreditation. The accreditation standards can be located at www.aoacoca.org, and a detailed outline of the complaint procedure for COCA can be located at: [COCA Complaint Procedures](#).

Contact information for the COCA is as follows:

General Disclaimer:

The information available is not to be treated as a contract, but rather a unilateral statement of policy. The university reserves the right to revoke, modify or suspend any of its policies and procedures at any time without notice.



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American Osteopathic Association's Commission on Osteopathic College Accreditation
142 East Ontario Street
Chicago, IL 60611-2864
Phone: (312) 202-8124

Additionally, KYCOM has an established procedure for the internal filing of confidential accreditation standard complaints. If a concern arises regarding KYCOM's compliance with accreditation standards, an [online form](#) is available for confidential submission. Upon receipt of a complaint by Graduate and Health Professions Student Affairs, a consultation with the Dean will occur. The Dean will then assign the appropriate Associate Dean to perform an objective investigation of the complaint. Results of the investigation, along with a recommendation is presented to the Dean for a final decision. All records regarding accreditation standard complaints are maintained confidentially within Graduate and Health Professions Student Affairs.

Students may initiate a complaint internally or with the COCA without fear of retaliation. Retaliation against any student for initiating an accreditation complaint is a violation of KYCOM policy and will not be tolerated.

Related References:

[COCA Accreditation Standards](#)

[COCA Complaint Procedures](#)

[KYCOM Accreditation Standard Complaint Form](#)



Dean

November 19, 2021

Last Approved Date

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