

ACPHS STUDENT COMPLAINT POLICY AND PROCEDURE

ACPHS GENERAL STUDENT COMPLAINT POLICY

POLICY FOR STUDENT COMPLAINTS AGAINST THE COLLEGE OR A COLLEGE EMPLOYEE

In the event that a student feels that he/she is being treated unfairly by the College or a member of the faculty, staff or administration (and the complaint is not specifically related to an Accreditation Council for Pharmacy Education (ACPE) Standard (see below), the student should follow this procedure in an effort to resolve the issue(s)*:

1. The student should address the issue directly with the employee involved in the situation. All complaints against the College should be reported to the individual at the College who is directly responsible for that particular area. If the student is unable to follow that procedure or not satisfied with the response, move to the next step. If, at any point, the student needs assistance in determining the proper office or individual to reach out to, the student should contact the Dean of Student's Office (on the Albany Campus) or the Coordinator of Student Affairs (on the Vermont Campus).
2. If not satisfied with the outcome, the student should address the issue with the employee's direct supervisor, the department leader, director, dean or vice president.
3. If not satisfied with the outcome, the student should address the issue with the Dean of Students who may then direct the student to the appropriate College Official (i.e. Dean, Vice President).
4. If not satisfied with the outcome, the student should address the issue with the Dean of Students. The Dean of Students will continue to work to resolve the issue with the parties involved and make a final determination.
5. Should there be a conflict of interest involving the Dean of Students, the issue will be referred to the Provost for a final determination.
6. All written complaints and records for General Student Complaints will be kept in the Office of the Dean of Students.

*If your complaint is related to a grade in a course, please refer to the Course Complaint Policy in the College Catalog.

ACPE STANDARD COMPLAINT

POLICY FOR STUDENT COMPLAINTS RELATING TO AN ACPE STANDARD(S)

Accreditation Council for Pharmacy Education (ACPE) is required to demonstrate to the U.S. Secretary of Education its expectations regarding a program's recording and handling of student complaints. In addition, ACPE must demonstrate a link between its review of complaints and its evaluation of a program in the accreditation process. Therefore, ACPE has adopted the following policy: "The colleges and schools of pharmacy have an obligation to respond to any written complaints by students lodged against the college or school of pharmacy, or the pharmacy program that are related to the standards and policies and procedures of ACPE."

In order to comply with the ACPE policy regarding student complaints relating to ACPE standards, policies and procedures, the policy of ACPHS is to provide access to ACPE standards, policies and procedures, communicate the complaint policy to students and provide a procedure for students to formally file a complaint. For a list of ACPE Standards, visit: <https://www.acpe-accredit.org/standards/>

In the event that a student feels that the College is not meeting meeting an ACPE Standard(s), the student should follow the procedures below until the issue is resolved.

1. The student should address the issue directly with a faculty member in the Pharmacy Practice or Pharmaceutical Sciences department who is involved in the situation.
2. The student should address the issue with the Pharmacy Practice or Pharmaceutical Science Department Chair.
3. The student should address the issue with the Dean of the School of Pharmacy and Pharmaceutical Sciences (SoPPS).
4. If not satisfied with the outcome, the student is encouraged to file a formal Student Complaint by completing the attached form which will be submitted to the Dean of the School of Pharmacy and Pharmaceutical Sciences (SoPPS).
5. All written complaints and records will be reviewed by the Dean of SoPPS, and where necessary, the individuals involved. Related materials will be forwarded to the Provost at this time. As a final step, the Provost will make a final determination. The Provost's decision is the final step in the process and may not be appealed. Should there be a conflict of interest involving the Provost, the Provost may turn the case over to the President for final decision.

All records of Student Complaints related to ACPE Standards will be kept in the Office of the Dean of the SoPPS and reported to ACPE at their site visit.

Retaliation against an individual filing a complaint is strictly prohibited and constitutes a violation of College policy.

**To file a Formal Complaint related to the ACPE Standards, please complete and submit the attached form.
Students should allow 10 business days to receive a written response to their complaint.**

Student Information

Student Name:

Address: City/State/Zip:

Student ID: Semester & Year:

Home Phone #: Cell Phone #:

1. Please indicate the ACPE Standard below.

2. Describe your complaint in detail. Please also include any documentation that will help describe and substantiate the complaint.

3. Please list names and contact information for any individuals/witnesses who can support the complaint claim, if applicable.

4. Students are encouraged to discuss their concerns and complaints through informal conferences with the appropriate instructor or campus administrator. Have you made an attempt to resolve this complaint with the individual and/or department involved? (If YES, describe the outcome below. Attach any additional comments, if necessary) Yes No

5. Additional Comments:

I acknowledge that the information contained in the complaint form will be held confidential to the extent possible. Formal complaint information may be shared with College officials in order to conduct a thorough investigation. I hereby declare that the information on this form is true, correct, and complete to the best of my knowledge. I understand that any misrepresentation of information may result in disciplinary actions, in accordance with the College disciplinary policies.

Student Signature: _____

Date:

Once complete, this form should be emailed to: deanofsopps@acphs.edu

Please be sure to print a copy of this form for your records.