

The Valley College of Osteopathic Medicine

Accreditation Standard Complaint Policies

Policy Number: INST 2-4

Effective Date: June 2, 2024

Revisions and Dates:

Responsible Party: Office of the Dean

Approved by: Alissa Craft, DO, MBA, Dean

Policy & Procedure Statement

Any interested stakeholder or member of the public may file a complaint regarding compliance with Accreditation Standards. Initial complaints should be referred to the Associate Dean of Student Services. Anonymous complaints will not be accepted but the identity of the complainant will be protected, unless necessary for review of the complaint. In that case, the identity of the complainant will only be provided to the assigned investigator.

Complaints will be reviewed and investigated by a member of the Dean's Council and a report provided to the Dean within 10 business days. Should the complaint not be addressed to the satisfaction of the complainant, the complaint may be escalated to the appropriate accreditation or regulatory agency. Additionally, anyone may file a complaint directly with the accreditation or regulatory agency by following the processes outlined on their websites.

Complaints may be filed with the Arizona State Board for Private Post-Secondary Education Board. The Student must contact the State Board for further details.

The State Board Address is:

1740 W. Adams Street, Suite 3008

Phoenix, Arizona 85007

602-542-5709

Website: www.ppse.az.gov

COCA complaint policies and complaint form can be found at <https://osteopathic.org/accreditation/accreditation-guidelines/>.

The Valley College of Osteopathic Medicine maintains a strict policy of non-retaliation against anyone who submits a complaint to the school or to any accreditation or regulatory agency. Concerns about any potential retaliatory behavior should be brought to the attention of:

Student Concerns	To the Office of Student Services
Faculty or Staff Concerns	To Human Resources

The Office of the Dean is responsible for maintaining a list of all filed complaints and the ensuing resolution.