



ORLANDO COLLEGE OF OSTEOPATHIC MEDICINE

OCOM Policy & Procedure

Policy #D037

Orlando College of Osteopathic Medicine

Policy Order Number: D037

Effective Date: July 3, 2022

Revised Date: November 14, 2022

DEAN APPROVED: November 14, 2022

Robert T Hasty, DO, FACOI, FACP
Dean & Chief Academic Officer

Policy Title: Accreditation Standard Complaint Process and Procedures

OCOM is seeking to be accredited by the American Osteopathic Association (AOA) Commission on Osteopathic College Accreditation (COCA). Accreditation standards are published on the AOA website at:
<https://osteopathic.org/wp-content/uploads/2018/02/com-new-and-developing-accreditation-standards.pdf>

Any individual who believes OCOM is not in compliance with a COCA accreditation standard has the right to address their concern and their complaint shall be confidential. This may be done informally by contacting the appropriate OCOM administrator.

1. Any individual who wishes to do so may file a formal complaint to report perceived noncompliance with a COCA accreditation standard. The process for filing a complaint is as follows:
 - a. The complainant must submit a written statement that is signed and dated. Anonymous complaints will not be accepted.
 - b. The statement must identify the COCA standard in question and specific details as to why the complainant perceives that OCOM is not in compliance.
 - c. The statement must be submitted to the Office of the Dean, at rhasty@ocom.org.
2. The process for review and adjudication of a formal complaint related to accreditation standards is as follows:
 - a. The written complaint will be reviewed by the Deans Council.
 - b. One or more administrators will be assigned to conduct further investigation of the complaint and report back to the executive team within 30 days. The report will detail:



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- i. The COCA standard(s) in question
- ii. The details of the complaint
- iii. Findings that support or refute the complaint
- iv. Corrective action plan, if applicable
- c. The Deans Council will review the report and may accept it as complete or take further action as indicated.
- d. Once the matter has been deemed fully addressed by the executive team, a written response will be prepared and sent to the complainant. This response will detail the findings of the review and any steps taken to correct the complaint, if applicable.
- e. A report of the complaint and its adjudication and response will be submitted to the Faculty Organization as information. If the complaint is relevant to a standing committee of the College (e.g. Curriculum Committee), the report will be shared with that committee.
- f. A copy of all documents related to the complaint and its adjudication and response will be kept on file in OCOM's record retention system.
- g. There will be no retaliation to the complainant for filing a complaint.

3. Student complainants who are not satisfied with the adjudication of and response to the complaint may appeal to the Dean of the College in writing within five days of being notified of the resolution of the complaint.

4. Individuals may choose to file a complaint directly and confidentially with the AOA Commission on Osteopathic College Accreditation. Written complaints should be addressed to the Secretary of the Commission on Osteopathic College Accreditation.

The mailing address is:

Secretary of the Commission on Osteopathic College Accreditation

American Osteopathic Association

142 E. Ontario St.

Chicago, IL 60611

Telephone: 312-202-8124 Fax: 312-202-8424

Email: predoc@osteopathic.org

5. At all times, it is the policy of OCOM to maintain confidentiality of any complaint. All records and materials referable to each individual complaint will be stored within the Office of the Dean (or in the electronic equivalent) in a confidential manner.

This policy shall be posted at ocom.org/policies