Orlando College of Osteopathic Medicine

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Policy Title: Policy Regarding Anonymous Complaints

Policy Statement:

Orlando College of Osteopathic Medicine (OCOM) is committed to fostering a transparent, respectful, and accountable learning and working environment. To ensure fairness, thoroughness, and the ability to address concerns effectively, OCOM prohibits anonymous complaints and feedback submitted through any mechanism. All complaints and feedback must be submitted with the complainant's or feedback provider's identifiable information.

Rationale:

- **Due Process and Fairness:** Anonymous complaints hinder the ability to investigate allegations thoroughly and provide due process to all parties involved. Without identifiable information, it is impossible to gather necessary evidence, clarify details, or allow the respondent to respond adequately.
- **Accountability and Integrity:** Requiring identification promotes accountability and discourages frivolous or malicious accusations. It encourages individuals to come forward with genuine concerns and fosters a culture of integrity.
- **Effective Resolution:** Open communication and transparency are essential for resolving issues effectively. Identifiable complainants enable direct communication, follow-up inquiries, and the provision of feedback on the resolution process.
- **Protection of Rights:** Open complaints allow for the protection of both the complainant and the respondent's rights.

Policy Provisions:

1. **Prohibition of Anonymous Complaints:** OCOM will not accept or investigate complaints or feedback submitted anonymously through any channel, including but not limited to:
    - Written submissions (letters, emails, forms)
    - Verbal communications
    - Online feedback platforms
    - Suggestion boxes
    - Hotlines
2. **Required Identification:** All complaints and feedback must include the complainant's or feedback provider's:
    - Full name
    - OCOM affiliation (student, faculty, staff, etc.)
    - Contact information (email address, phone number)
3. **Feedback Mechanisms:** All official feedback mechanisms, including online surveys, suggestion forms, and reporting platforms, will require identification before submission.
4. **Anti-Retaliation Policy:** OCOM maintains a strict anti-retaliation policy. Individuals who submit complaints or provide feedback in good faith, even if the complaint is ultimately unsubstantiated, are protected from retaliation. Any instance of retaliation will be investigated and addressed promptly. (Refer to the OCOM Anti-Retaliation Policy for detailed information.)
5. **Confidentiality:** OCOM will maintain the confidentiality of complaints and feedback to the extent possible, consistent with the need to conduct a thorough investigation and comply with legal obligations. Information will only be shared with those who have a legitimate need to know.
6. **Alternative Reporting Options:** If an individual has concerns about revealing their identity, they are encouraged to consult with the following resources:
    - The Office of Student Affairs (for students)
    - The Human Resources Department (for faculty and staff)
    - The Office of Compliance
    - A trusted faculty member, or supervisor.
    - These offices can provide guidance on navigating concerns and exploring options while ensuring confidentiality as allowable by law and policy.

Enforcement:

Any complaint or feedback received anonymously will be disregarded. Individuals attempting to submit anonymous complaints may be directed to this policy and offered assistance in submitting a formal complaint with their identifying information.

Review and Revision:

This policy will be reviewed and updated periodically to ensure its effectiveness and compliance with applicable laws and regulations.

This policy shall be posted at ocom.org/policies.