

D'YOUVILLE UNIVERSITY

Policy Title: Accreditation Standard Complaint Policies and Procedures

Responsible Unit: D'Youville University, DYU-COM

DYU Policy: DYU 2.4_1

Last Review Date: May 2024

Adoption Date: January 2024

Next Review Date: January 2027

Purpose: DYU-COM is committed to upholding the highest standards of accreditation and provides a confidential mechanism for students to file complaints concerning these standards.

Scope: This policy applies to all students, faculty, and staff of the proposed D'Youville University College of Osteopathic Medicine seeking accreditation.

Policy Statement: It is the policy of D'Youville University and the proposed College of Osteopathic Medicine seeking accreditation to have a positive, professional, and communicative culture. It is expected that there will be times that students, faculty and/or staff will have disagreements about thoughts, ideas, decisions, or actions as part of their jobs and academics. In these cases, it is the expectation of the University and the *proposed* College of Osteopathic Medicine *seeking accreditation* that faculty, staff, and students directly discuss these with the party involved and work towards amicable resolutions or understandings. **It is the firm policy of D'Youville University and the *proposed* College of Osteopathic Medicine *seeking accreditation* that there shall be no retaliation or unfair recrimination at DYU-COM. Such acts are subject to disciplinary action as allowed by our student and employee handbooks.**

Procedure: DYU-COM is committed to rigorously and strictly adhering to the accreditation standards set forth by COCA, and adopted during acquiring pre-accreditation by the COM. In the case students, faculty or staff identify non-compliance or degeneration of any standard, they are instructed to report this concern by filing a report through Maxient, the University's official reporting software.

[Maxient](https://www.dyu.edu/academics/schools-and-departments/proposed-college-osteopathic-medicine/dyu-com-report-concern) can be accessed through SharePoint (in both the student and employee tabs) and is located under *HELP!* And noted as *Report a Concern*. This information is shared with all students during student orientation, with employees during on-boarding, and is consistently posted throughout campus on digital bulletin boards. Additionally, this information can be found on the DYU-COM webpage at the following link: <https://www.dyu.edu/academics/schools-and-departments/proposed-college-osteopathic-medicine/dyu-com-report-concern>

All reports remain confidential, can be submitted anonymously, and are automatically routed to the appropriate adjudicator(s) depending on the nature of the report. The D'Youville University Dean of Students maintains supervision over the Maxient software to ensure all reports are appropriately routed and reviewed within 14 calendar days.

In general, the DYU-COM complaint process navigates the following process map:

1. Filing a Complaint:
 - a. Complaints must be reported by utilizing the Maxient reporting software.
 - b. The complaint must clearly describe the issue and provide any relevant evidence (if applicable) by including supporting documentation.
 - c. Complaints should be filed within 30 days of the incident to ensure timely adjudication.
2. Confidentiality:
 - a. All complaints will be handled confidentially.
 - b. The identity of the complainant will not be disclosed without their consent.
3. Adjudication Process:
 - a. Dependent on the nature of the complaint, an adjudication review board will be established to manage the process.
 - b. Upon receipt, the complaint will be reviewed within 14 days.
 - c. An investigation will be conducted to collect and present evidence.
 - d. The adjudicator(s) will make a decision based on the evidence presented.
4. Resolution:
 - a. The complainant will be informed of the decision within 30 days of filing the complaint.
 - b. If the complaint is upheld, appropriate corrective action will be taken.
5. Appeals:
 - a. Complainants have the right to appeal the initial decision within 14 days.
 - b. Appeals will be reviewed by an independent panel.
 - c. Decisions rendered by the appeal panel will be considered final.
6. Records Retention:
 - a. All complaints and resolutions will be recorded and maintained in the DYU-COM's records retention system.

In addition to this policy and procedure, students, faculty, and staff will be advised that they can directly contact the COCA to file a complaint. This information is shared with all students during student orientation, with employees during on-boarding, and announced at the start of each semester.

Contact Information:

American Osteopathic Association
Commission on Osteopathic College Accreditation
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Phone: (312) 202-8124
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The Accreditation standard complaint policy will be posted on the DYU-COM website with other policies: <https://www.dyu.edu/academics/schools-and-departments/proposed-college-osteopathic-medicine/dyu-com-policies-procedures>