
Policy Title:	Accreditation Standard Complaint Process
Policy Category:	Students \ Institutional
Policy Code:	I-STU007
Policy Effective Date:	08/14/2019
COCA Standard:	Element 2.4: Accreditation Standard Complaint Policies and Procedures

PURPOSE / SCOPE:

Provide guidelines for students to file a confidential grievance.

POLICY:

Description of How Complaints are Filed

Students who have concerns regarding ICOM’s capability to achieve the standards of accreditation or comply with policies and procedures of the AOA Commission on Osteopathic College Accreditation (COCA) may file a confidential grievance. Formal grievances must be submitted in writing to the Senior Associate Dean for Learner Outcomes and Assessment. All such complaints will remain confidential.

The written grievance should include the following: student name and contact information, the date of the grievance, the specific COCA accreditation standard, policy or procedure that is involved, and a description of the specific grievance.

Resolution and Adjudication Process

The grievance will be reviewed by the Senior Associate Dean for Learner Outcomes and Assessment and referred to the appropriate administrators for investigation, review and appropriate action. Students should expect a timely, fair, and comprehensive review of their complaints to include personal discussions with appropriate administrators, and the opportunity to supply supportive documentation or the testimony of fellow students regarding their concerns. Students will be notified regarding the outcome of the review and any actions planned or taken.

Notice Regarding Retaliation

All parties to a complaint (complainant, respondent, witnesses, and appropriate administrators or supervisors) will be informed that retaliation by an individual or an individual’s associates against any person who files a complaint or any person who participates in the investigation of a complaint is prohibited. Individuals who engage in retaliation are subject to disciplinary action.

Maintenance in ICOM's Records Retention System

A record of written grievances regarding the College's adherence with accreditation standards or related policies and procedures, including the original grievance and administration's response, will be maintained in the Office of the Senior Associate Dean for Learner Outcomes and Assessment for review by appropriate accreditation agencies, unless otherwise prohibited by local, state or federal law. Appropriate information addressed in such grievances will be utilized in ICOM's assessment, planning and self-study processes.

Filing Confidential Complaints with the COCA and the Contact Information for COCA

The accreditation standards, policies and procedures for ICOM can be found at: <https://osteopathic.org/wp-content/uploads/2018/02/complaint-review-procedures.pdf>

Students who are not satisfied with the response from the ICOM's administration or who wish to file a confidential complaint with the COCA may submit their grievance directly to the COCA by contacting the American Osteopathic Association (AOA)/ Commission on Osteopathic College Accreditation (COCA), 142 E. Ontario St., Chicago, IL 60611, or (800) 621-1773.

POLICY OWNER:

Senior Associate Dean for Learning Outcomes and Assessment

CROSS REFERENCE AND SUPPORTING DOCUMENTS:

(Provide links to other policies or materials identified in the policy.)

CROSS REFERENCE (ICOM, COCA or Other Policies)	LOCATION
Filing Confidential Complaints with the COCA and the Contact Information for COCA	https://osteopathic.org/wp-content/uploads/2018/02/complaint-review-procedures.pdf
Item #2	Hyperlink to other policy

SUPPORTING DOCUMENTS	LOCATION
Item #1	Hyperlink to document
Item #2	Hyperlink to document

----- SIGNATURE PAGE FOLLOWS -----

SIGNATURE APPROVAL:

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Primary Policy Owner, please select the appropriate box below.

- No Change** (return to prt@idahocom.org)
- Editorial Revisions only** (return to prt@idahocom.org)
- New Policy** – suggested review schedule: Annual Biennial

Date sent to Academic Leadership Council or President’s Council for review:



Policy Owner

7/15/2021

Date



Dean / CAO

7/30/2021

Date



President & CEO

8/4/2021

Date



Board Chair

9/28/2021

Date