



ROCKY VISTA UNIVERSITY

Achieving new heights in medical education

ACCREDITATION COMPLAINT POLICY AND PROCEDURE

Approved June 13, 2018

Responsible Office: Academic Deans

Admin. Policy # 3.101

COMPLAINT POLICY

Rocky Vista University (RVU) allows individuals to file confidential complaints regarding any issues of non-compliance with any accreditation standard(s). Complaints will be resolved through a fair adjudication process, will be treated confidentially, and without any retaliation to the complainant. All records shall be maintained for a period of seven years.

COMPLAINT PROCEDURE

The procedures set forth below applies only to complaints that directly implicate Rocky Vista University's educational program(s) and its non-compliance with relevant accreditation standards. It does not address or preclude complaints under other Rocky Vista University policies and procedures, such as the Honor Code, the Code of Conduct, the Sexual Assault Policy, the Policy against Sexual Harassment and Discrimination, etc.

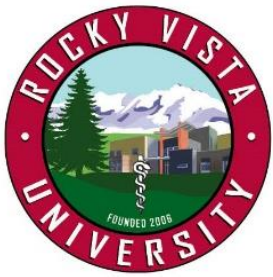
Complaints that do not directly implicate accreditation standard(s) non-compliance or that are not governed by other policies as indicated above should be addressed to:

- a) the Associate/Assistant Dean of Student Affairs if the complaint concerns the behavior of a student;
- b) the Department Chair, Director, or Dean if the complaint concerns the behavior of a faculty member; or
- c) the appropriate supervisor if the complaint concerns the behavior of a staff member.

For students wishing to file a complaint, the Assistant/Associate Dean of Student Affairs is available to provide counsel and direction.

For employees wishing to file a complaint, the HR department is available to provide counsel and direction.

1. If an individual has an accreditation-related concern and wishes to file a formal complaint regarding non-compliance of accreditation standards of an RVU educational program (eg. COM, MSBS, PA), the individual should submit the complaint in writing to the Director or Dean of the program. If the complaint directly involves the Director or Dean, then the complaint may be submitted to the President of RVU. The written complaint may be submitted in person to the



appropriate office, submitted by U.S. mail, or e-mailed from the employee's RVU e-mail account.

Employees and students also have the option to file a complaint regarding a COCA accreditation standard for the COM program directly to the COCA (contact information on page 4)

2. The written complaint should indicate the specific accrediting agency and the specific accreditation standard(s) that is in non-compliance. It should describe in detail the circumstances of the matter and explain how the matter directly implicates the RVU program to the accreditation standard(s). The complaint should explicitly state which accreditation standard(s) is being implicated.

3. The complainant must provide his/her name and official email address to allow further communication about the complaint. If the complaint is submitted by U.S. mail, it must also provide the employee's local mailing address.

4. The written complaint must be dated and signed. A complaint submitted by e-mail is deemed to be signed by the employee from whose e-mail account the complaint is submitted.

PROCESS OF ADJUDICATION AND RESOLUTION

1. The Director or Dean to whom the complaint is submitted will acknowledge receipt within five (5) business days of receipt of the written complaint. That acknowledgement will be made via email.

2. The Director or Dean to whom the complaint is submitted may delegate responsibility for investigating the complaint, responding to the complaint, or resolving the matter to another administrator, faculty member, or staff member.

3. Once the complaint has been acknowledged, the Director, Dean, or designee will respond to the complainant no later than ten (10) business days after acknowledged receipt of the complaint. The written response will either be a substantive response to the complaint or information about what steps are being taken to address the complaint or to further investigate the complaint.

4. If further investigation is needed, the complainant will be informed of the steps being taken. Upon completion of the investigation, a response will be provided to the complainant within ten (10) business days.



APPEAL PROCESS

1. The individual filing the complaint may appeal the decision of the Director or Dean within ten (10) business days of issuance of the response. The appeal shall be to the President of RVU. The appeal must be in writing addressed to the President, signed by the individual, and it must thoroughly explain the basis for the appeal. All evidentiary documents should be provided.
2. The President or designee will acknowledge receipt of the appeal within five (5) business days via email.
3. The President will adjudicate the appeal and send a response within fifteen (15) business days after acknowledged receipt of the appeal. The President may request additional information and/or interview which must be provided within five (5) business days.
4. The decision of the President shall be final.

RETENTION OF RECORDS

A record of each complaint and its resolution, including any decision on appeal, shall be retained by the office of the President for a period of seven years.

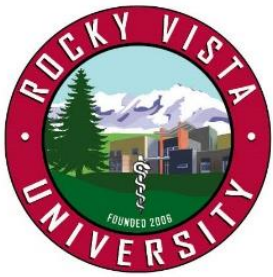
NON-RETALIATION

RVU maintains a non-retaliation policy that protects any individual making a complaint. RVU will not permit any employee or student to retaliate in any manner. **Retaliation or retribution of any kind from any student or employee against a complainant or other involved parties is strictly prohibited**

FILING A COMPLAINT TO THE ACCREDITING AGENCY

If the complaint resolution process was not handled appropriately by RVU, or if the outcome of the complaint(s) was not satisfactory, the complainant has the option to file a confidential complaint directly to the accrediting agency as described below:

Complaints should: (1) be against an accredited educational program or program in candidacy status, (2) relate to a specific accreditation standard(s), (3) include documentation that demonstrates that the institutional complaint process was completed, and (4) provide explicit reasons why the institutional complaint process was unsatisfactory.



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All complaints must be submitted in writing and sent to the appropriate accrediting agency listed below. Your name and contact information must be included.

Commission on Osteopathic College Accreditation (COCA)

142 E. Ontario St.

Chicago, IL 60611-2864

PH: 312-202-8124

predoc@osteopathic.org

Higher Learning Commission (HLC)

230 S. LaSalle St., Suite 7-500

Chicago, IL 60604

PH: 800-621-7440

<https://www.hlcommission.org/Policies/complaints-and-other-information-regarding-institutions.html?highlight=WyJib21wbGFpbnRzIl0=>

Colorado Department of Regulatory Agencies

1560 Broadway, Suite 110

Denver, CO 80202

PH: 800-886-7675

Utah Department of Commerce

Division of Consumer Protection

P.O. Box 146704

Salt Lake City, UT 84114

PH: 801-530-6601

The Accreditation Review Commission on Education for the Physician Assistant (ARC-PA)

12000 Findley Road, Suite 275

Johns Creek, Georgia, 30097

Phone: 770-476-1224

Fax: 770-476-1738

<http://www.arc-pa.org/>