

## **Process for Student Complaints Related to Accreditation Standards**

Any student enrolled in the Michigan State University College of Osteopathic Medicine (MSUCOM) may file a complaint regarding the College's adherence to accreditation standards and procedures published by the American Osteopathic Association (AOA) Commission on Osteopathic College Accreditation (COCA): "Accreditation of Colleges of Osteopathic Medicine: COM Accreditation Standards and Procedures" (effective July 1, 2015) (<http://www.osteopathic.org/inside-aoa/accreditation/predoctoral%20accreditation/Documents/COM-accreditation-standards-current.pdf> ).

To file a complaint, the student must submit a written, signed and dated statement to the Associate Dean/Student Services. The statement must contain the following information:

- the specific standard/procedure(s) of the above document that has allegedly been violated;
- the subject matter of the violation.

Anonymous complaints will not be accepted.

After receipt of a complaint, the Associate Dean/Student Services shall meet with the complainant to discuss the written statement and resolution sought. The Associate Dean/Student Services will confer with other members of the College, as necessary, to come to a resolution. The Associate Dean/Student Services will make every effort to process and adjudicate the complaint in a timely manner, although processing time may vary depending on the subject matter and complexity of the complaint. Resolution of the complaint shall be made in writing/electronically to the complainant.

A student who is not satisfied with the adjudication and resolution of the complaint regarding AOA COCA "Accreditation of Colleges of Osteopathic Medicine: COM Accreditation Standards and Procedures," may appeal to the Dean of the College in writing within five days of being notified of the resolution of the complaint. The decision of the Dean on appeal will be final. No action shall be taken by the College against a student on account of the fact that he or she filed a complaint.

Students may also lodge complaints against MSUCOM with the AOA Commission on Osteopathic College Accreditation, should they so desire to do so, at the following address:

Secretary, COCA  
Alissa Craft, DO, MBA  
Vice President, Accreditation  
American Osteopathic Association  
142 E. Ontario St.  
Chicago, IL 60611  
Phone: 312-202-8097  
Email: [predoc@osteopathic.org](mailto:predoc@osteopathic.org)