

XAVIER UNIVERSITY
College of Osteopathic Medicine
Accreditation Standard Complaint Process and Procedures

Effective: August 4, 2025

Last Revision: August 4, 2025

Next Review: June 30, 2026

Responsible College Officer: Senior Associate Dean Academic Affairs, Associate Dean for Curriculum, Assessment and Quality

Scope: XUCOM Students, Faculty, and Staff; Adjunct and Affiliated Clinical Faculty

Distribution List: XUCOM Students, Faculty, Staff; Preceptors

A. PURPOSE

The purpose of this policy is to provide an open and clear process for students, staff, faculty, or the general public to submit a confidential accreditation standard complaint to the XUCOM administration that includes an adjudication process, without retaliation, and maintain such complaints through a XUCOM records retention process.

Any individual who believes XUCOM is not in compliance with a COCA accreditation standard has the right to address this concern, either informally or formally through either of two formal mechanisms as described under section D.

B. POLICY

Introduction / Background

Element 2.4 of the Commission on Osteopathic College Accreditation (COCA) *New and Developing Accreditation Standards* (effective September 26, 2023; edited 10/1/2024) requires that a COM publish policies and procedures that include a confidential accreditation standard complaint resolution process that includes a description of how these complaints are filed with the COM, resolved through an adjudication process, without retaliation, and maintained through the COM's records retention system.

Development and Support

This policy was developed with transparency and integrity at the forefront. Consideration was given for providing clear options of informal complaints as well as formal complaints.

Institutional Activities and Responsibilities

XUCOM's goal is to provide strict adherence to the COCA accreditation standards of publishing and enforcing in resolving complaints in a confidential manner.

Students are informed of this process and of the link to the COCA complaint form on the XUCOM web site at orientation and annually through communications from the Dean's Office. The XUCOM link is at XXX and the COCA complaint policies and complaint form can be found at <https://osteopathic.org/accreditation/accreditation-guidelines/>.

XAVIER UNIVERSITY
College of Osteopathic Medicine
Accreditation Standard Complaint Process and Procedures

C. DEFINITIONS / ABBREVIATIONS

COCA / Commission on Osteopathic College Accreditation

XU / Xavier University

XUCOM / Xavier University College of Osteopathic Medicine

D. PROCEDURE / PROTOCOL

1. The process of filing a formal complaint is as follows:
 - a. The complainant must submit a written statement that is signed and dated. Anonymous complaints will not be accepted.
 - b. The statement must identify the COCA standard in question and specific details as to why the complainant perceives that XUCOM is not in compliance.
 - c. The statement must be submitted to the Office of the Dean, at halms@xavier.edu or directly by delivering it to the XUCOM Office of the Dean, 3800 Victory Parkway, Cincinnati, OH 45207.
2. The process for review and adjudication of a formal complaint related to accreditation standards is as follows:
 - a. The written complaint will be reviewed by the COM Dean and the COM Deans' Council.
 - b. One or more administrators will be assigned to conduct further investigation of the complaint, including an interview of the complainant as warranted, and report back to the executive team within 30 days. The report will detail:
 - i. The COCA standard(s) in question
 - ii. The details of the complaint
 - iii. Findings that support or refute the complaint
 - iv. Corrective action plan, if applicable
 - c. The COM Deans' Council will review the report and may accept it as complete or take further action as indicated.
 - d. Once the matter has been deemed fully addressed by the executive team, a written response will be prepared and sent to the complainant. This response will detail the findings of the review, a link to XU non-retaliation policy, and any steps taken to correct the complaint, if applicable.
 - e. A report of the complaint and its adjudication and response will be submitted to the COM Faculty leadership at the discretion of the COM Dean. If the complaint is relevant to a standing committee of the COM (e.g., Curriculum Committee), the report will be shared with that specific committee.
 - f. A copy of all documents related to the complaint and its adjudication and response will be kept on file through XUCOM's record retention process.
 - g. There will be no retaliation against the complainant for filing a complaint.
3. Student complainants who are not satisfied with the adjudication of and response to the complaint may appeal to the Dean of XUCOM in writing within five days of being notified of the resolution of the complaint.
4. Individuals may also choose to file a complaint directly and confidentially with the AOA Commission on Osteopathic College Accreditation. Written complaints should be addressed to the Secretary of the Commission on Osteopathic College Accreditation.

XAVIER UNIVERSITY
College of Osteopathic Medicine
Accreditation Standard Complaint Process and Procedures

The mailing address is:

Secretary of the Commission on Osteopathic College Accreditation
American Osteopathic Association
142 E. Ontario St.
Chicago, IL 60611
Telephone: 312-202-8124 Fax: 312-202-8424
Email: predoc@osteopathic.org

Please be advised you must sign your complaint when providing a submission to the accreditor; the Commission will not accept anonymous complaints.

5. At all times, it is the policy of XUCOM to maintain confidentiality of any complaint. All records and materials referable to each individual complaint will be stored within the Office of the Dean (or in the electronic equivalent) in a confidential manner and in accordance with XUCOM's records retention policy.

E. EXHIBITS

F. RELATED POLICY/POLICIES

G. REVIEW SCHEDULE

Annually (before June 30th)

Involved Parties: XUCOM Dean; XUCOM Dean's Office; XUCOM Dean's Council; COCA

Approved / Dean's Signature

Date

Revision Date	Summary of Changes	Approval Date