

## Rowan-Virtua SOM Complaint Procedure for Non-compliance with Accreditation Standards

Our accreditor, the Commission on Osteopathic College Accreditation (COCA) requires that all Colleges of Osteopathic Medicine (COMs) establish a complaint process to protect the integrity and the maintenance of accreditation standards and procedures as they relate to approved COMs having approval from the COCA. Any individual who believes Rowan-Virtua SOM is not in compliance with a COCA accreditation standard has the right to address his/her concern.

Complaints regarding COCA accreditation standards may be filed by any individual including osteopathic medical students, faculty, staff, any individual or organization affected by the accreditation program academically or professionally, or a member of the general public.

Students may file a complaint informally without retaliation by contacting the appropriate Rowan-Virtua SOM administrator; if they need further guidance on this process, they can contact the Office of Academic Affairs for additional information. Students also have the option to file a complaint directly and confidentially with the AOA Commission on Osteopathic College. Written complaints should be addressed to the Secretary of the Commission on Osteopathic College Accreditation at the following addresses:

American Osteopathic Association  
Department of Accreditation  
142 East Ontario Street  
Chicago, IL 60611-2864  
1-312-202-8124  
Email - [predoc@osteopathic.org](mailto:predoc@osteopathic.org)

To file a formal complaint regarding accreditation standards, please follow the following steps:

### Procedures for a Formal COCA Complaint

1. A formal complaint must be documented in writing, signed by the complainant, and submitted to the Rowan-Virtua SOM Dean or to the COCA Secretary by email to [predoc@osteopathic.org](mailto:predoc@osteopathic.org) with the subject line "Complaint Regarding COM." COCA's electronic complaint form can be found [here](#).
2. The complaint must be based on a violation(s) of a COCA accreditation standard and it must be based on direct and responsible information.
3. The complainant should provide a narrative of the allegation as it relates to accreditation standards or procedures that include any documentation to support the allegation. This information must be accurate and well-documented.

4. The complainant should provide evidence if an effort has been made to resolve the problem through the Rowan-Virtua SOM administration; the complaint must include information about all other actions initiated to resolve the problem.
5. Within 10 days of receipt of the complaint, COCA will send the complaint to the Rowan-Virtua SOM Dean. If the Dean receives the complaint, he/she will notify COCA within two business days.
6. The Dean will appoint an ad hoc committee to investigate and make a recommendation to the Dean within 12 business days. This committee will be chaired by the appropriate Associate Dean, CFO or COO and will include at least two faculty members. The Dean may also choose to add a student and/or staff member to the committee if deemed appropriate.
7. If the Rowan-Virtua SOM ad hoc committee finds that there is no basis to the complaint:
  - a. The finding will be forwarded to the Dean
  - b. The Dean will notify COCA within 15 business days of initially receiving the complaint. COCA will notify the complainant of the Committee's findings in writing.
8. If the Rowan-Virtua SOM ad hoc committee does find merit to the complaint:
  - a. The committee can recommend corrective action to the Dean.
  - b. The Dean will notify COCA within 15 business days of initially receiving the complaint.
  - c. The Dean will work with COCA and its proceedings and ensure that corrective action is taken.
  - d. COCA will notify the complainant in writing of this finding and the corrective action.
9. A file of all complaints will be kept on record in the Dean's office in compliance with our records retention policy.
10. Rowan-Virtua SOM prohibits any act of retaliation toward any person filing a complaint in good faith.