

## POLICY FOR THE MANAGEMENT OF STUDENT COMPLAINTS RELATED TO THE ACCREDITATION STANDARDS OF THE ACCREDITATION COUNCIL FOR PHARMACY EDUCATION (ACPE)

The School of Pharmacy intends to comply with the guidelines of the Accreditation Council for Pharmacy Education and the US Department of Education regarding student complaints. Both organizations state that:

Pharmacy schools and colleges are required to respond to any student written complaint against the school or academic program related to the standards, policies and procedures established by the Accreditation Council for Pharmacy Education:

- A Pharmacy student has the right to submit to the School written complaints related to ACPE standards for accreditation.
- The school or college of pharmacy has the obligation to respond to such complaints within a reasonable time and keep evidence of complaints submitted and the actions taken.
- The school or college should maintain a qualitative and quantitative profile of complaints received in a given time period.



## INSTRUCTIONS FOR COMPLETING THE COMPLAINTS FORM RELATED TO THE ACCREDITATION STANDARDS OF THE ACCREDITATION COUNCIL FOR PHARMACY EDUCATION (ACPE)

1. The ACPE standards, policy and procedures will be included in the Student Manual which will be delivered during the week of Orientation at the School of Pharmacy. It will also be available at the Student Affairs Office, with additional copies of this form.
2. Students will look for this form at the Student Affairs Office, to complete, sign and deliver it.
3. The Student Affairs Office will assign the complaint a control number.
4. The Student Affairs Office will refer the original complaint to the Students and Professors Committee, and retain a copy of it.
5. The Students and Professors Committee will review the complaint, formulate appropriate recommendations and submit them to the Dean, retaining a copy of the complaint.
6. The Dean of the School will review the complaint, take appropriate actions, sign the form and return it to the Office of Student Affairs, retaining a copy thereof. The Dean will inform the student(s) on action(s) to follow related to the complaint.
7. The Student Affairs Office will send a copy of the revised complaint by the Dean to the Students and Professors Committee.



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COMPLAINTS FORM RELATED TO THE ACCREDITATION STANDARDS OF THE  
ACCREDITATION COUNCIL FOR PHARMACY EDUCATION

Control Number: \_\_\_\_\_

Date: \_\_\_\_\_

Student Name: \_\_\_\_\_

Student Number. \_\_\_\_\_

Description of the situation or situations complained of (describe as precisely as possible, state the related standard):

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\_\_\_\_\_  
Student's signature

REFERRED TO THE STUDENTS AND PROFESSORS COMMITTEE

\_\_\_\_\_  
Assistant Dean for Students Affairs signature

\_\_\_\_\_  
Date

DEAN OFFICE

Actions Taken<sup>2</sup>: \_\_\_\_\_

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Dean's signature \_\_\_\_\_ Date \_\_\_\_\_

Student's signature \_\_\_\_\_ Date \_\_\_\_\_

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| <ol style="list-style-type: none"><li>1. Initials from the person who receives and assign the Control Number are required.</li><li>2. Include with form a copy of all related documents (letters, subpoenas to the committee, etc.)</li></ol> |
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