

<b>Policy:</b> <b>Complaints Related to Accreditation Standards</b>	<b>Issued:</b> 2/22/05	<b>Revised:</b>	<b>Page 1 of 3</b>
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The accrediting body for each Program within the School of Pharmacy and Health Professions (SPAHP) requires a policy for handling student complaints in cases where a Program is alleged to be in violation of its accreditation standards. This policy governs only those instances where students allege that one or more accreditation standards have been violated. The accreditation standards for the respective Programs are available at:

Accreditation Council for Occupational Therapy Education (ACOTE) of the American Occupational Therapy Association, Inc. (AOTA)  
4720 Montgomery Lane  
PO Box 31220  
Bethesda, MD 20824-1220  
Phone: 301-652-2682  
TDD: 1-800-377-8555  
Fax: 301-652-7711  
<http://www.aota.org/nonmembers/area13/links/LINK31.asp>

Accreditation Council for Pharmacy Education (ACPE)  
20 North Clark Street, Suite 2500  
Chicago, IL 60602-5109  
Phone: 312-664-3575  
Fax: 312-664-4652  
[www.acpe-accredit.org](http://www.acpe-accredit.org)

Commission on Accreditation in Physical Therapy Education (CAPTE)  
1111 North Fairfax Street  
Alexandria, VA 22314-1488  
Phone: 703-684-2782 or 800-999-2782  
TDD: 703-683-6748  
Fax: 703-684-7343  
<http://www.apta.org/Education/accreditation>

**Policy:**

The faculty, staff, and administration of the SPAHP are committed to maintaining educational programs that meet or exceed accreditation standards. The Occupational Therapy Program, Pharmacy Program, and Physical Therapy Program are committed to correcting those areas where standards are not being met and encourage student participation in assuring that accreditation standards are being adhered to. Students are encouraged to voice and discuss concerns they have about a Program's adherence to its accreditation standards. In cases where a formal complaint is deemed necessary, established procedures will be followed.

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**Procedures:**

1. Students with complaints alleging that a Program is not adhering to its accreditation standards must present their complaints in writing on an Accreditation Standards Complaint Form obtained in the Office of Academic and Student Affairs or online at <http://spahp2.creighton.edu/oasa/Polices%20Procedures%20Guidelines.aspx>. A complaint must identify the specific accreditation standard that is not being adhered to, include evidence to support the complaint, and be signed by the student(s) making the complaint.
2. Written complaints must be submitted to the Associate Dean for Academic and Student Affairs.
3. The Associate Dean for Academic and Student Affairs will review each complaint and forward it to the respective Department Chair(s). The Department Chair(s) will investigate the complaint, make a determination on the validity of the complaint, determine the appropriate course of action, and provide a written report to the Dean, Senior Associate Dean, Associate Dean for Academic And Student Affairs, and Associate Dean for Academic Affairs.
4. The Department Chair(s) will provide a written response to the student(s) making the complaint.
5. Complaints that result in a corrective action will be shared by the Department Chair(s) with the respective program's faculty.
6. The Associate Dean for Academic and Student Affairs and the Department Chair(s) will maintain a complete file of all complaints received and their disposition. Each accrediting body is to have access to this information as part of its routine accreditation review process.

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**ACCREDITATION STANDARDS COMPLAINT FORM**

Last Name \_\_\_\_\_ First Name \_\_\_\_\_

E-mail \_\_\_\_\_ Phone \_\_\_\_\_

Program \_\_\_\_\_

Anticipated Graduation Date \_\_\_\_\_

1. Identify the specific accreditation standard(s) that is/are not being adhered to:

2. Provide evidence to support your complaint(s):

Signature(s) \_\_\_\_\_ Date \_\_\_\_\_

Submit this completed and signed form to:

René Padilla, PhD., OTR/L, FAOTA  
Associate Dean for Academic and Student Affairs  
School of Pharmacy and Health Professions, Criss Complex  
Creighton University Medical Center  
2500 California Plaza  
Omaha, NE 68178  
Fax: 402-280-1148