



SCHOOL of  
OSTEOPATHIC  
MEDICINE

**Policy Title:** Policy on UIWSOM Program Complaints  
**Functional Area:** ACADEMIC/ADMINISTRATIVE

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**Status:** APPROVED  
**Effective:** January 2020  
**Approved by:** SOM Leadership Council  
**Policy Contacts:** Assoc. Dean of Enrollment and External Affairs/Director of Student Affairs  
**Responsible Offices:** Office of the Dean; Office of Admissions; Office of Student Affairs  
**Last Reviewed/Updated:** February 12, 2024

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**Purpose:** The purpose of this policy outlines the program complaint policy and procedure.

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***Description:***

Continuous program improvement is the goal at the UIWSOM. Program complaints are recognized as one means by which improvement may be considered or initiated, and should be expressed with this end in mind. A complainant may choose to communicate a complaint either informally and/or formally.

***Informal Program Complaint***

Prior to a formal complaint being filed, issues may be most effectively managed by first expressing them to an appropriate faculty member or administrator. If a resolution cannot be achieved in a timely and efficient manner or the learner is not satisfied with the outcome, then the learner may file a formal complaint and submit for review.

***Formal Program Complaint:***

A confidential formal program complaint may be communicated through the online reporting system ([Maxient](#)). Any individual has the right to file a complaint with immunity from disciplinary action or retaliation. All parties to the process will seek to maintain confidentiality; however, it is recognized that circumstances may compel further disclosure to other parties, particularly if the facts implicate possible violations of state and federal law, University policy, or foreseeable risk of harm to any person. The resolution action will be communicated to all parties in writing.

All documentation of the reported complaint is filed and maintained via the online reporting system for a period of five years. This provides a record of the complaint and resolution process, and is the same documentation process used at UIW for other complaints including student and employee misconduct, health, safety and advocacy issues. If a learner is identified as the complainant, documentation is NOT included as a part of that learner's academic record or included in their MSPE letter.

***Accreditation Standard Complaint:***

Anyone who perceives noncompliance with an accreditation standard may file a formal complaint through the online reporting system ([Maxient](#)) or submit a signed and dated statement to the Office of the Dean, 7615 Kennedy Hill, San Antonio, TX 78235. Accreditation standard complaints must identify the accreditation standard in question and specific details regarding why the complainant believes the UIWSOM is not in compliance. Complaints that are received that are not signed by the complainant(s) or are submitted anonymously will not be processed.

The complainant must provide a narrative of the allegation, as it relates to the specific accreditation standard(s) in question, and include any documentation that supports the allegation. This information must be accurate, well documented and based on direct and responsible information.

The complaint is then reviewed by an ad hoc committee of the Leadership Council appointed by the Dean and further information requested from the complainant if needed. Once the investigation is complete, a written response, will be sent to the complainant. The complainant will be provided evidence that an effort has been made to resolve the problem through the recommended route in UIWSOM administration, and will include information about all other actions initiated to resolve the complaint.

A report of the complaint, adjudication and response will also be submitted to the entire Leadership Council, the Faculty Assembly, and any standing committee relevant to the complaint issue, for their information. Copies of all documents related to the complaint, the adjudication process and the response will be kept by the Dean’s Office for a period of five years.

Should the complainant not be satisfied with the resolution of the issue at the UIWSOM level, or if the complaint involves an administrator of the UIWSOM, the complaint can be made to the UIW Provost. A letter summarizing the Provost’s action and resolution will be filed and maintained in the Office of the Provost.

***Registering an Accreditation Standard Complaint with the Commission on Osteopathic College Accreditation (COCA):***

UIWSOM complies with the complaint review procedures of the [Commission on Osteopathic College Accreditation \(COCA\)](#), which are established to protect the integrity and the maintenance of accreditation standards and procedures as they relate to approved Colleges and Schools of Osteopathic Medicine having recognition from the COCA. Complaint procedures provide a mechanism for concerned individuals or organizations to bring to the attention of the accrediting agency information concerning specific actions and programs, which may be in non-compliance with the COCA accreditation standards. Information regarding this process is published on the UIWSOM website and the UIWSOM Student Handbook.

The complaint must be in writing and signed by the complainant. Official correspondence to the COCA should be addressed either to the Secretary or Director of the COCA at the address below.

Secretary of the COCA	VP Accreditation	Department of Accreditation, American Osteopathic Association, 142 E. Ontario St., Chicago, IL 60611
Division of Predoctoral Education	Phone: (312) 202-8097 Fax: (312) 202-8397	Email: <a href="mailto:predoc@osteopathic.org">predoc@osteopathic.org</a>