



School of Pharmacy

SOP OP: **200.007 - COMPLAINTS CONCERNING VIOLATIONS OF ACCREDITATION COUNCIL FOR PHARMACY EDUCATION (ACPE) STANDARDS**

PURPOSE: The purpose of this MUSOP Policy is to establish procedures to address questions and/or complaints in regards to Accreditation Council for Pharmacy Education Standards (ACPE).

REVIEW: This OP will be reviewed by Sept 1 of every odd-numbered year
Policy/Procedure: (2011) by the Student Affairs Committee. The MUSOP Dean will approve recommendations for acceptance or revision.

200.007.001 Complaints Concerning Violations of Accreditation Council for Pharmacy Education (ACPE) Standards

The Accreditation Council for Pharmacy Education (ACPE) is the national agency for the accreditation of professional degree programs in pharmacy and providers of continuing pharmacy education. ACPE (until 2003 known as the American Council on Pharmaceutical Education) was established in 1932 for the accreditation of professional degree programs in pharmacy. In 1975, its scope was broadened to include accreditation of providers of continuing pharmacy education. The mission of ACPE is to assure and advance quality in pharmacy education. ACPE is an autonomous and independent agency whose Board of Directors is appointed by the American Association of Colleges of Pharmacy (AACP), the American Pharmacists Association (APhA), the National Association of Boards of Pharmacy (NABP) (three appointments each), and the American Council on Education (one appointment).

200.007.002 Student Complaint Policy

The Accreditation Council for Pharmacy Education (ACPE), the pharmacy school accreditation agency, is required by the U.S. Department of Education to assure that pharmacy programs have a policy to record and address student complaints regarding a school's adherence to the ACPE Accreditation Standards and Guidelines for the Professional Program in Pharmacy Leading to the Doctor of Pharmacy Degree hereinafter referred to as the "ACPE Standards". The Standards may be accessed at:

(www.aepe-accredit.org). The purpose of this policy is to provide the opportunity for pharmacy students to document complaints about the School of Pharmacy's adherence to any of the ACPE Standards.

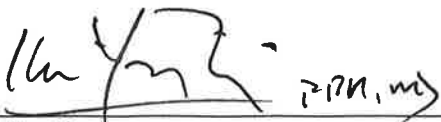
Complaints may relate to matters involving the curriculum, faculty, student affairs or other areas relating to ACPE standards. If a student wishes to complain about an issue related to the accreditation standards of ACPE, the student should follow the procedure detailed below. In the case of common academic matters within the School of Pharmacy (e.g. grade grievances and appeals, etc.), students should refer to policies and procedures of the School, as outlined in the MUSOP Policy and Procedures or the MUSOP Student Handbook.

200.007.002 Student Complaint Procedure:

The student writes a letter detailing the complaint to the School of Pharmacy Associate Dean for Academic and Curricular Affairs. The Associate Dean can be reached through the School of Pharmacy Dean's Office at 304-696-2305 or by email. The Associate Dean for Academic and Curricular Affairs will acknowledge receipt of the Student Complaint Form via a return e-mail.

1. Complaints must be submitted in writing using the attached Student Complaint Form.
2. The student must specify which ACPE standard, policy or procedure that is in question, and provide a summary of the claim and include supporting evidence, as applicable.
3. The Office of Student Affairs will work with the student(s) and the Office of the Dean to resolve the complaint.
4. The Associate Dean for Academic and Curricular Affairs will maintain a complete file of all complaints received and their disposition. ACPE will have access to this information as part of the routine accreditation review process.
5. Any student who wishes to file a complaint with ACPE for unresolved issues related to ACPE Standards may visit the ACPE website <http://www.aepe-accredit.org/> and follow the student link to access the procedures for filing a complaint.

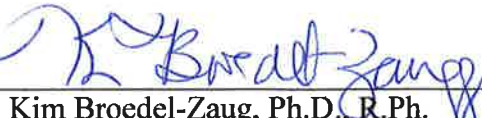
APPROVAL:

 4/26/12

Kevin Yingling, M.D., R.Ph. Date
Dean

 4-24-12

H. Glenn Anderson Jr., Pharm.D. Date
Associate Dean of Academic and Curricular Affairs

 4-24-12

Kim Broedel-Zaug, Ph.D., R.Ph. Date
Chair of Pharmacy Practice and Administration

 4/25/12

John Schloss, Ph.D. Date
Chair of Pharmaceutical Sciences

 4/25/2012

Robert Stanton, Pharm.D., BCPS Date
Director of Experiential Programs



School of Pharmacy

Student Complaint Form

Student Name: _____

Graduation Year: _____

Contact Information

Street Address: _____

City/State/Zip: _____

Telephone: _____

Home: _____ Work: _____

Cell: _____ Pager: _____

Email: _____

In an accompanying page, please state in detail your complaint, making references to a specific ACPE Standard. Please see the standards at: www.acpe-accredit.org. Also, please state in detail what resolution you are seeking.

Signature:

Date:

Upon completion, please email or place this form and the accompanying page in an envelope and deliver to the Associate Dean for Academic and Curricular Affairs.

Any student who wishes to file a complaint with ACPE for unresolved issues related to ACPE Standards may visit the ACPE website <http://www.acpe-accredit.org> and follow the student link to access the procedures for filing a complaint.