

STUDENT COMPLAINTS POLICY

Rosalind Franklin University of Medicine and Science places value on the right of every student to submit a complaint or concern regarding their academic experience.

Complainants have the following rights:

- A complaint will be treated with appropriate confidentiality and in a timely manner.
- A complainant has the right to withdraw the complaint in writing at any point in the process.
- A complainant may file a written complaint without fear of retaliation. If the complaint is filed without basis or with the intent to harm a member of the RFU community, disciplinary action may be taken.
- The procedure will be applied consistently to students across colleges/units, including online-learning students.

The student should follow the appropriate procedures as outlined in the Academic Catalog for complaints related to the following:

- Academic Integrity Concerns
- Equal Opportunity Complaints
- Sex Discrimination and Title IX Complaints
- Learner or Campus Environment Complaints
- Concern that Due Process Was Not Followed
- Potential Criminal Activity
- Non-University Options for Dispute and/or Complaint Resolution Complaints

Academic Complaints or Disputes

A student who wishes to make a complaint that is specific to a course should first direct their concern to the course instructor or course director.

If the matter is still not resolved to the satisfaction of the student, they are encouraged to make an appointment with the department chair to discuss the matter further.

A student who wishes to make a formal appeal of a course grade should follow the procedures in the COP's Guidelines and Procedures for Student Progression, Evaluation, Assessment, and Recognition.

The COP Student Affairs Office is available as a resource.

College Complaints

Students have the right to due process working through the COP Office of Student Affairs.

- Students should submit unresolved complaints in writing to the Assistant Dean for Student Affairs, either directly or via their academic advisor, and attempts will be made to reconcile the issue.

- When appropriate, the issue will be discussed at the SPEAC. Recommendations based upon review of complaints will be discussed with the Dean if appropriate, and action will be taken.
- A Student Grievance Form for submitting complaints is located on the College Website

ACPE Standards and Complaints

ACPE has an obligation to assure itself that any institution that seeks or holds a pre-accreditation or accreditation status for its professional program(s) conducts its affairs with honesty and frankness. Complaints from other institutions, students, faculty, or the public against a college or school of pharmacy, including tuition and fee policies, and as related to ACPE standards, policies or procedures, shall be placed in writing in detail by the complainant and submitted to the ACPE office. The complaint shall be submitted to the institution for response. Requests for confidentiality shall be respected to the extent any such information is not necessary for the resolution of the complaint.

Although efforts should be made to resolve issues within the College and/or University, students may contact the ACPE directly, without initial COP involvement. The procedure and contact information for reporting an unresolved complaint or lodging a complaint directly to the ACPE follows. College of Pharmacy students are encouraged to maintain an open dialogue with their professors, school administrators, and the body from which it seeks accreditation, the ACPE. Should a student or prospective student feel that Rosalind Franklin University of Medicine and Science and the College of Pharmacy is in violation of the ACPE standards and/or guidelines, he/she should contact the ACPE directly (see below):

Accreditation Council for Pharmacy Education
135 S. LaSalle Street - Suite 4100
Chicago, IL 60603-4810
Phone: (312) 664-3575/ Fax: (312) 664-4652 or (312) 664-7008
csinfo@acpe-accredit.org

Student Complaint Logs

Chronological records of non-accreditation related complaints, including subsequent resolution and/or action (including legal), will be centrally maintained. These records will include complaints filed through the Office of Student Affairs and those filed directly with the Dean.

A separate log will be maintained by the Dean for accreditation-related complaints. Both logs will be reviewed by the Accreditation Council for Pharmacy Education (ACPE) during site visits or upon request. Further information about the ACPE complaint process can be found at <https://www.acpe-accredit.org/pdf/Standards2016FINAL.pdf>