

STUDENT GRIEVANCES

Students who encounter problems relating to their educational program (e.g., academic or personal concerns) have a variety of avenues open to them to seek resolution. Ordinarily, it is best for all concerned if you try to resolve any dispute, disagreement, or grievance as directly as possible. That is, you should attempt first to resolve any problem with the person or persons most closely involved. If this step does not produce acceptable results, there are other options within and outside of the College for assistance. A logical progression for academic concerns in the College might be: (1) course instructor(s), (2) Division Chairperson, (3) College Dean's staff, (4) College Executive Committee. The faculty and staff of the College are available to work with you in this regard. Student Affairs, Associate Dean Frank, and Dean Brueggemeier are always available to assist and advise students on such matters. Beyond the College, assistance is available in the Student Advocacy Center, 1120 Lincoln Tower, 292-1111, <http://studentlife.osu.edu>, or Counseling and Consultation Services in the Younkin Success Center, 4th floor, 1640 Neil Avenue, 292-5766, <http://younkinsuccess.osu.edu> or www.ccs.osu.edu.

STUDENT COMPLAINTS RELATED TO ACPE STANDARDS

The College of Pharmacy is accredited by the Accreditation Council for Pharmacy Education (ACPE) via a set of written standards, policies and procedures published by the Council and available at www.acpe-accredit.org/. Any student has the right to lodge a complaint against the College or the professional program related to those standards, policies, and procedures. Complaints should be made in writing and sent directly to Associate Dean Frank. The student has the right to meet with Associate Dean Frank to discuss their complaint if they so choose. He will review the complaint and present it to the Executive Committee, then respond to the student in writing or via personal meeting.

If a student is not satisfied with the response from the Associate Dean, he/she may address the complaint to the Office of Student Affairs in writing and additionally in person if they choose. A complainant may request of the Associate Dean and/or Student Affairs that their identity be kept confidential. This request will be honored as much as possible within the constraints of resolving the complaint itself. If a student is not satisfied with the response of the Office of Student Affairs, s/he may address the complaint to ACPE (<http://www.acpe-accredit.org/complaints/>).

All complaints, concerns and suggestions made by students and the reaction to them by the College are handled in the spirit of continuous quality improvement. No retribution against any individual complainant may be taken by any faculty member, staff member, college committee or the faculty as a whole because of the complaint. A file will be maintained by the Associate Dean for inspection by ACPE of all complaints and responses related to ACPE standards and the procedures involved to ensure the complainant fundamental due process.