

Student Complaints

Harding University College of Pharmacy is committed to a policy of fair treatment of its students in their relationships with the administration, faculty, staff, and fellow students. The purpose of this policy is to establish, implement, and operate a student complaint procedure. This policy shall be continuously accessible by students through the Harding University College of Pharmacy website (www.harding.edu/pharmacy).

Internal Complaints. Information concerning filing of complaints, such as academic dishonesty or academic disputes (grading, progression, program requirements, etc.) is provided in the College of Pharmacy Student Handbook. For all other matters, the student shall file a written complaint with the Dean of the College of Pharmacy. The complaint must be in writing, signed and dated by the student filing the complaint and submitted using the attached Student Complaint Form. All complaints will be handled in accordance with written policies of Harding University and the College of Pharmacy. The Dean shall, based upon the complaint and information from such further investigation deemed necessary, promptly determine the facts surrounding the issue, determine the validity of the complaint, and resolve the issue; provided, however, where the Dean deems it necessary or appropriate, the matter shall be considered by the Vice President for Academic Affairs. If the Dean finds a complaint to be extremely serious in nature charging egregious conduct that may warrant adverse action to the University or by ACPE, or involves an interpretation which the Dean believes should be made by the President, the complaint will be submitted to the President for determination. The time frame for resolution is generally within two months. The complainant will be notified in writing of the response to the complaint. If the student wishes to appeal the Dean's response, an appeal may be filed with the Vice President for Academic Affairs. The decision of the Vice President for Academic Affairs will be provided in writing to the complainant and is final. A record of student complaints regarding the College is kept on file in the Dean's office. Such record of complaints will be made available for consideration during scheduled ACPE evaluations and/or a special ACPE evaluation. The original written complaint and written response to the complaint from the Dean, and if applicable, the letter of appeal and the written decision of the Vice President for Academic Affairs shall be placed in a file on student complaints to be maintained by the Office of Dean of the College of Pharmacy. A photocopy of all documents placed in the file on student complaints shall also be placed in the file on the student who submitted the original written complaint. All aspects of student complaints shall be treated as confidential in accordance with Harding University policies on confidentiality of student records.

ACPE Standards Information. The Accreditation Council for Pharmacy Education (ACPE) is required by the U.S. Secretary of Education to require its pharmacy programs to record and handle student complaints regarding a school's adherence to the ACPE Standards. ACPE must demonstrate a link between its review of complaints and its evaluation of a program in the accreditation process. Therefore, in order to demonstrate compliance with the U.S. Department of Education Criteria for Recognition, and with the prior review and advice of Department of Education personnel, ACPE requires pharmacy schools to provide an opportunity for pharmacy students to provide comments and/or complaints about the school's adherence to ACPE's Standards. The colleges and schools of pharmacy accredited by ACPE have an obligation to respond to any written complaints by students lodged against the college or school of pharmacy, or the pharmacy program that are related to the standards and the policies and procedures of ACPE. Any student who wishes to file a complaint may visit the ACPE website (<http://www.acpe-accredit.org/complaints/default.asp>) to access the standards and the procedures for filing a complaint.

**Student Complaint Form
Harding University College of Pharmacy**

Student Name: _____

Graduation Year: _____

Local Contact Information

Street Address: _____

City/State/Zip: _____

Telephone: Home: _____ Work: _____

Cell: _____ Pager: _____

E-mail Address: _____

Permanent Contact Information

Street Address: _____

City/State/Zip: _____

Telephone: Home: _____ Work: _____

Cell: _____ Pager: _____

E-mail Address: _____

NOTICE: Information on filing complaints is provided in the Harding University College of Pharmacy Student Handbook and on the Web site.

In the space below, please state in detail your complaint. You may use additional pages if necessary.

In the space below, please state in detail what resolution or relief you are seeking. You may use additional pages if necessary.

Signature

Date

Upon completion, please place the Student Complaint Form in an envelope, seal and mark the envelope "Confidential" and deliver to the Dean of the Harding University College of Pharmacy.