AMERICAN COUNCIL ON PHARMACEUTICAL EDUCATION (ACPE)

Standards, Policies and Procedures on Student Complaints at UW School of Pharmacy

ACPE is required to demonstrate to the U.S. Secretary of Education its expectations regarding a program’s recording and handling of student complaints. In addition, ACPE must demonstrate a link between its review of complaints and its evaluation of a program in the accreditation process.

According to ACPE Standard 20:

“The college or school must produce and make available to students a complaints policy that includes procedures to be followed in the event of a written complaint related to one of the accreditation standards, student rights to due process, and appeal mechanisms. Students must receive information on how they can submit a complaint to ACPE for unresolved issues on a complaint related to the accreditation standards.1”

Guideline 20.1

The college or school must include information about the complaint policy during student orientation and should reinforce its availability periodically during the professional degree program.

Guideline 20.2

The college or school must maintain a chronological record of student complaints related to matters covered by the accreditation standards and allow inspection of the records during on-site evaluation visits by ACPE.

Guideline 20.3

The college or school must inform ACPE during an on-site evaluation if any of the student complaints related to the accreditation standards have led to legal proceedings, and the outcomes of such proceedings.

---

1 Refer also to ACPE Complaints Policy at http://www.acpe-accredit.org/complaints/default.asp
University of Wyoming School of Pharmacy

Student Access, Posting and Communication of Policy

A copy of ACPE standards, policies and procedures and a copy of the School of Pharmacy policy on student complaints are available in the School of Pharmacy Learning Resource Center. It is available for review by any student enrolled in the School of Pharmacy, and should not be removed from the School’s Learning Resource Center. A discussion on this policy takes place during the orientation process for first professional year students and at the annual School of Pharmacy Town Hall Meeting planned by the Associate Dean for Student Affairs and the Student Affairs Committee through the Student Services Office.

- The ACPE standards, policies and procedures are also available through the ACPE web site (www.acpe-accredit.org) and UW School of Pharmacy website (www.uwyo.edu/Pharmacy/).
- A copy of the School of Pharmacy policy is available on the school’s website.

Procedure for Student Complaints

1. The grievance procedure for students requires a formal written complaint directed to the Associate Dean for Student Affairs describing the specific violation of ACPE standards, policies or procedures, grounds for appeal, a summary of the case, and supporting documentation.

2. All documentation shall be delivered to the Student Services Office. Upon receipt of a written complaint the Associate Dean for Student Affairs, the Student Affairs Committee and its student representative (when appropriate) will convene to review the complaint. If necessary, faculty may be consulted or an ad-hoc committee may be appointed by the Associate Dean to re-evaluate the complaint, contact parties involved, clear issues, etc. Upon a consensus on the best way to handle the case, a recommendation by the Student Affairs Committee will be issued to the Associate Dean of Student Affairs, who will send a formal written reply to the student(s), including an evaluation of the complaint, a description of violation(s), and a proposal for necessary corrective action(s). This process shall usually take no longer than 30 school days during an academic semester, depending on when the grievance is submitted. Grievances shall not be handled during official holidays and summer session. Decisions that are unacceptable to the student(s), who perceive them as arbitrary, capricious, and/or unfair, may be appealed to the Dean of the School of Pharmacy, then to the College of Health Sciences Student Affairs Committee, and, as a final step, to the University Dean of Students Office. This process is the sole avenue for
students’ complaints regarding ACPE standards, policies and procedures in the School of Pharmacy at the University of Wyoming.

Documentation according to the American Council on Pharmaceutical Education

Documentation of students’ complaints and written records of the procedures and outcomes related to each case shall be maintained in the Office of the Associate Dean of Student Affairs in the School of Pharmacy, and shall be available for review by ACPE or its representatives, upon written request or in the process of an on-site evaluation visit.