

Touro University California College of Pharmacy

Policy on Student Grievances and Complaints

Touro University California 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 Touro University California College of Pharmacy Website.

Internal Complaints: Information concerning filing of complaints, such as academic dishonesty or academic disputes (grading, progression, program requirements, etc.) is provided in the **TUC College of Pharmacy Student Handbook**. The student shall file a written complaint with the Assistant Dean of Student Services of the Touro University California College of Pharmacy. The complaint must be in writing, signed and dated by the student filing the complaint, and submitted using the attached “**Internal Complaint Form**” below. All complaints will be handled in accordance with written policies of the Touro University California College of Pharmacy. The original written complaint and written response to the complaint, and if applicable, the letter of appeal and the written decision of the Assistant Dean of Student Services shall be placed in a file on student complaints to be maintained by the Office for Assistant Dean of Student Services. 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 Touro University policies on confidentiality of student records. Notwithstanding this confidentiality requirement, the file on student complaints maintained in the Office of Assistant Dean of Student Services shall be made available to representatives of the American Council on Pharmaceutical Education (ACPE) where necessary for ACPE to carry out accreditation of the Touro University California College of Pharmacy and fulfilling requirements established by the U.S. Department of Education.

ACPE Grievance Policy: The American Council on Pharmaceutical Education (ACPE), the pharmacy school accreditation agency, 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 schools 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 and follow the Professional Programs link (<http://www.acpe-accredit.org>) to access the standards and the procedures for filing a complaint.

TOURO UNIVERSITY COLLEGE OF PHARMACY

Student Internal Complaint Form

Student Name: _____

Graduation Year: _____

Local Home Contact Information:

Street Address: _____

City/State/Zip: _____

Telephones:

Home: _____ Work: _____

Cell: _____ Fax: _____

E-mail Address: _____

Permanent Home Contact Information:

Street Address: _____

City/State/Zip: _____

Home: _____ Work: _____

Cell: _____ Fax: _____

E-mail Address: _____

NOTICE: Information on filing complaints is provided in the Touro University California College of Pharmacy Student Handbook. In the space below, please state in detail your complaint. You may use additional pages if necessary.