

<i>Policy: Administrative</i> Student Accreditation Complaints	Issued: 2/22/05	Revised: 10/6/09 9/22/20 5/23/2024	Page 1 of 3
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The accrediting body for each Program within the School of Pharmacy and Health Professions (SPAHP) requires a policy for handling student complaints in cases where a Program is alleged to be in violation of its accreditation standards. This policy governs only those instances where students allege that one or more accreditation standards have been violated. The accreditation standards for the respective Programs are available at:

- The entry-level Doctor of Occupational Therapy program at Creighton University is accredited by the Accreditation Council for Occupational Therapy Education (ACOTE) of the American Occupational Therapy Association, Inc. (AOTA).
7501 Wisconsin Avenue, Suite 510E
Bethesda, MD 20814
Phone: (301) 652-6611
TDD: 800-377-8555
Fax: (301) 652-7711
<https://acoteonline.org/>
- The entry-level Doctor of Pharmacy program at Creighton University is accredited by the Accreditation Council for Pharmacy Education (ACPE)
190 S. LaSalle Street, Suite 2850
Chicago, IL 60603-3410
Phone: (312) 664-3575
Fax: (866) 228-2631
<https://www.acpe-accredit.org/>
- The entry-level Omaha and Phoenix Doctor of Physical Therapy programs are accredited by the Commission on Accreditation in Physical Therapy Education (CAPTE) of the American Physical Therapy Association.
1111 North Fairfax Street
Alexandria, VA 22314-1488
Phone: (703) 684-2782
Fax: (703) 684-7343
<http://www.capteonline.org/Home.aspx>
- The Post-Professional Doctor of Occupational Therapy is not accredited by the specialty accreditation agencies listed above. This program falls under the Regional Accreditation awarded to Creighton University by the Higher Learning Commission (HLC), a Commission of the North Central Association of Colleges and Schools (NCA).
230 South LaSalle Street, Suite 7-500
Chicago, IL 60602-2504
Phone: (800) 621-7440
<http://www.ncahlc.org>

The faculty, staff, and administration of the SPAHP are committed to maintaining educational programs that meet or exceed accreditation standards. The Occupational Therapy Program, Pharmacy Program, and Physical Therapy Programs are committed to correcting those areas where standards are not being met and encourage student participation in assuring that accreditation standards are being adhered to. Students are encouraged to voice and discuss concerns they have about a Program's adherence to its accreditation standards. In cases where a formal complaint is deemed necessary, established procedures will be followed.

1. Students may lodge a complaint related to a Program's compliance with accreditation standards directly with the accrediting body appropriate to their program of study. A complaint should identify the specific accreditation standard that is not being adhered to, include evidence to support the complaint, and be signed by the complainant (s).
2. Alternatively, students may lodge a complaint with the Senior Associate Dean. Students with complaints alleging that a Program is not adhering to its accreditation standards must present their complaints in writing on the Accreditation Standards Internal Complaint Form at the end of this policy. A complaint must identify the specific accreditation standard involved, include evidence to support the complaint, and be signed by the student(s) making the complaint.
 - a. The Senior Associate Dean will review each complaint and forward it to the respective Department Chair(s).
 - b. The Department Chair(s) will investigate the complaint, make a determination on the validity of the complaint, determine the appropriate course of action, and provide a written report to the Dean and the Senior Associate Dean.
 - c. The Senior Associate Dean will provide a written response to the student(s) making the complaint.
 - d. Complaints that result in a corrective action will be shared by the Department Chair(s) with the respective program's faculty.
 - e. The Senior Associate Dean will maintain a complete file of all complaints received and their disposition. Each accrediting body shall have access to this information as part of its routine accreditation review process.
 - f. All SPAHP administrators, faculty and staff will protect the confidentiality of students (s) making the complaint unless release of identity has been authorized, or disclosure is required by legal action.

Approved by School Administration on 9/30/08

Approved by the Bylaws, Policies, and Procedures Review Committee on 10/6/09

Addresses and Links updated 5/30/19

Approved by the Bylaws, Policies, and Procedures Review Committee on 9/14/20

Approved by School Administration on 9/22/20

Clerical revisions 5/23/24

ACCREDITATION STANDARDS INTERNAL COMPLAINT FORM

Last Name _____ First Name _____

E-mail _____ Phone _____

Program _____

Anticipated Graduation Date _____

1. Identify the specific accreditation standard(s) that is/are not being adhered to:

2. Provide evidence to support your complaint(s):

Signature(s) _____ Date _____

Submit this completed and signed form to:

Paul L. Price, Pharm.D., BCPP
Senior Associate Dean
School of Pharmacy and Health Professions
Creighton University
2500 California Plaza
Omaha, NE 68178