

OCPE COMPLAINT POLICY

The OCPE strives to conduct its affairs with impartiality, non-discrimination, honesty and frankness. Complaints from other institutions, learners, faculty, or the public against the OCPE must be related to ACPE standards, policies or procedures, including tuition and fee policies, and shall be placed in writing in detail by the complainant and submitted to the OCPE office.

The OCPE's complaint policy is communicated to learners via the website. The policy affords the complainant fundamental procedural due process. Requests for confidentiality shall be respected to the extent any such information is not necessary for the resolution of the complaint.

In the event of a complaint against the OCPE, the initial effort in all cases shall be toward achieving resolution of the complaint through informal or formal means.

1. Informal Means

- a. The participant should first contact the faculty or program planner with a written complaint detailing the alleged violation of ACPE standards, policies or procedures.
- b. Should the complaint remain unresolved to the parties' mutual satisfaction, the complaint should be sent to the CPE Administrator who should hear the complaint in its entirety and attempt a resolution. A complainant may present a complaint directly to the Associate Dean of Academic Affairs if the Administrator is not reasonably available to hear the matter.
- c. If all or part of the complaint remains unresolved, the complainant may present the complaint as a written grievance to the Associate Dean of Academic Affairs.
- d. The Associate Dean of Academic Affairs shall attempt to resolve the complaint, and if a mutually acceptable resolution is reached, the case shall be closed.

2. Formal Means

In the event that informal means fails to resolve the complaint, the complainant is expected to file a grievance according to procedures described in the School's Faculty Handbook.

<http://www2.pharmacy.umaryland.edu/faculty/development/pdf/facultyhandbook.pdf>

The OCPE shall maintain a file that contains the written complaint, a written record of each step of the complaint procedure and the outcome, except as otherwise prohibited by state or federal law. The files shall be made available for inspection to ACPE during evaluations or otherwise at ACPE's written request.