



UNIVERSITY OF
NEW ENGLAND

College of Osteopathic Medicine

Student Complaint Policy

In compliance with the standards set forth by Commission on Osteopathic College Accreditation (COCA), the University of New England College of Osteopathic Medicine (UNE COM) maintains the following procedure for students who wish to file a complaint about the school's ability to meet accreditation standards or adhere to the American Osteopathic Association policies and procedure.

- Students should familiarize themselves with the [COCA Standards](#) on the COCA website www.osteopathic.org.
- Students should prepare a statement in writing identifying the nature of the complaint, standard(s) violated, and specific factual information when pertinent (times, places, persons involved).
- The complaint should be submitted to the Dean College of Osteopathic Medicine and Vice President Health Affairs, Stella Maris Hall, 11 Hills Beach Road, Biddeford, Maine 04005.
- In addition to the written complaint, the student filing the complaint is also welcome to make an appointment to meet with the appropriate school administrator(s) to discuss his or her complaint(s) and options for resolution.
- The Dean will work with appropriate administrators, committees, and staff to resolve the complaint, if appropriate, and respond accordingly to the filing of the complaint.
- Faculty, administrators, and staff shall not intimidate or take retaliatory action against a student who makes a complaint in good faith and without malice. This Policy also prohibits persons from knowingly and intentionally making a report of non-compliance that is false.
- A record of written complaints about the school's adherence to the COCA accreditation standards or policies and procedures will be maintained for COCA to review at the time of an accreditation site visit.
- If a student wishes to file a confidential complaint, then he or she may submit a complaint directly to the COCA. The complaint must be in writing and signed by the complainant. All signed complaints must be submitted to the Secretary, COCA; American Osteopathic Association; 142 E. Ontario St.; Chicago, IL 60611 or via email to predoc@osteopathic.org.