

UMKC SCHOOL OF PHARMACY POLICY & PROCUEURES REGARDING COMPLAINTS RELATED TO ACPE STANDARDS

The American Council For Pharmacy Education (ACPE) accredits professional programs in pharmacy. The UMKC Doctor of Pharmacy program is accredited by ACPE. UMKC School of Pharmacy faculty and staff are responsible for continual review of programs in order to meet the standards set by ACPE. Further, UMKC School of Pharmacy understands this responsibility and is ever vigilant to continually evaluate programs and policies.

Approximately every five years, ACPE conducts an on-site review of its accredited professional doctor of pharmacy programs. UMKC School of Pharmacy is charged with development of an in-depth self-study document in preparation for the visit. The self-study includes both an assessment of educational quality and evidence of continuing efforts to improve educational quality. For more information about ACPE, visit <http://www.acpe-accredit.org/>.

On occasion, an individual may wish to complain/discuss a concern regarding an ACPE standard or the evidence that the standard is being properly maintained. It is reasonable that guidelines for complaints regarding ACPE standards be established for the potential benefit of all who may be involved. It is the general intent of this policy and procedures that such disputes be accommodated or resolved at the earliest stages of the complaint, thus involving minimal time, effort, and stress.

The current ACPE Standards include the following areas:

- Mission, Planning, and Assessment
- Organization and Administration
- Curriculum
- Students
- Faculty
- Library and Learning Resources
- Physical and Practice Facilities
- Financial Resources

PROCEDURE FOR HANDLING ACPE RELATED COMPLAINTS

Individuals who have a complaint or concern regarding an ACPE standard, its maintenance by the School, or the objectives and goals used to meet a standard should first follow the informal process outlined on the UMKC Complaint Form Related to ACPE Standards. The responsible individual noted in the informal process should discuss the concern with the individual within working 10 days.

If the complaint cannot be resolved through the informal process, the student may contact the Associate Dean. At this time, the informal process may continue or the student may file a written formal complaint using the UMKC Complaint Form Related to ACPE Standards. The Associate Dean will hear the concern and address the reasons for the standard and how the standard is being met or investigate ways to improve in the area(s) concerned.

The Associate Dean will make every effort to justify the reasons behind a standard and the factors which are in place to meet the standard. The Associate Dean may wish to consult with or refer the concerned individual(s) to the proper office or person(s) who have immediate responsibility for meeting a particular

standard. The Associate Dean will document the conversations and place the document in a folder held within the Associate Dean for Student Affairs Office.

If the individual is referred to another person(s) or the Associate Dean confers with another person(s) or office having direct responsibility for that standard, this meeting/conversation should also be documented. The referral or consultation should take place within 14 working days following the meeting with the Associate Dean. This shall provide the individual an opportunity to present the matter to responsible parties to comprehend the issue/concern germane to the standard.

After hearing the concern/complaint, the responsible individual will meet with the Associate Dean to discuss the concern, and seek accommodation for changes, if necessary. If a recommendation(s) for change is agreed upon, it is important that changes be implemented within a timeline established by the Associate Dean and the person(s) responsible for the standard. These conversations should be well documented and placed in the ACPE complaint folder held within the Associate Dean for Student Affairs Office.

The outcome of these discussions shall be reported to the complainant and to the School of Pharmacy Dean within 10 working days.

In the event the complainant's concerns are not resolved to their satisfaction after meeting with the above parties, the complainant should request **in writing** that the Associate Dean refer the matter, with all pertinent records, to the Dean, School of Pharmacy, within seven (7) working days following the notification of the outcome. The Dean shall refer the entire matter to the School of Pharmacy Executive Committee within 14 working days after receipt of all pertinent records from the responsible party.

The Executive Committee will:

1. Review all documents and hear the report of the Associate Dean.
2. Hear the student.
3. Hear the individual responsible for maintaining the standard.
4. Find and consider other pertinent data as indicated.
5. By formal motion and vote, arrive at a recommendation to the Dean for action to either sustain the recommendation(s) as assigned or to alter. (NOTE - In this deliberation, the Dean, as Chair, may enter into the deliberation but will not vote on the recommendation, except as necessary to break a tie.)
6. The outcome of this decision will be reported to the student within seven (7) working days.

In the event that the complainant is not satisfied with the outcome of the Dean's decision, the complainant may appeal to ACPE's Executive Director within 10 consecutive calendar days after notification of the decision by the Dean. The appeal beyond the School of Pharmacy must follow established ACPE procedures. For information regarding this process, go to <http://www.acpe-accredit.org/complaints/default.asp>.