



DeBusk College of Osteopathic Medicine  
LINCOLN MEMORIAL UNIVERSITY

**ACCREDITATION COMPLAINT FORM**

*Complete one form for each standard. Must complete all sections with contact information.*

Please complete the top portion of the form and return to the Dean of LMU-DCOM or go to the AOA COCA Standards of Accreditation Site to make a formal complaint directly to AOA COCA:

<https://osteopathic.org/wp-content/uploads/COCA-Complaint-Form.pdf>

Accreditation Standard Number/Section: \_\_\_\_\_

***Detailed explanation of concern or complaint or attach additional information:***

**Name:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

***For Office use only:***

**Date Received:** \_\_\_\_\_ **Date of Response:** \_\_\_\_\_

### **Accreditation Complaint Policies and Procedures**

LMU-DCOM wishes to comply and exceed all standards to achieve and maintain accreditation from AOA COCA. If faculty, staff, students, and the public have concerns or complaints regarding a violation(s) of an accreditation standard(s) or procedure(s) against LMU-DCOM or COCA, this process allows written complaint(s) to be sent directly to the Dean's office or directly to AOA COCA toward adjudication and resolution.

#### **1. PROCEDURE**

**1.1.1.** A form is available on the LMU-DCOM website:

<https://www.lmunet.edu/debusk-college-of-osteopathic-medicine/do/about/accreditation> for faculty, staff, students, or the public to make formal complaint(s) directly to LMU-DCOM. This form must be completed in its entirety and submitted to the LMU-DCOM Dean's Office.

**1.1.2.** The Dean will review and investigate each complaint and provide written feedback within 7 working days upon receipt. All copies will be confidentially maintained in the Dean's Office.

**1.1.3.** If the complainant is not satisfied with the response from the Dean, the complainant may address the complaint directly to COCA as outlined on the COCA standards of accreditation: <https://osteopathic.org/accreditation/standards/>. 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](mailto:predoc@osteopathic.org). Complaints that are received that are not signed by the complainant(s) or are submitted anonymously will not be processed.

**1.1.4.** If the complainant wishes to address the complaint directly to COCA without a formal complaint to the Dean, the procedure as outlined by COCA is available at: <https://osteopathic.org/wp-content/uploads/2018/02/complaint-review-procedures.pdf>. 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](mailto:predoc@osteopathic.org). Complaints that are received that are not signed by the complainant(s) or are submitted anonymously will not be processed.

**1.1.4.1.** COCA will direct all correspondence to the Dean for adjudication and resolution within the timeline outlined in the standards of accreditation. The Dean's office will respond to COCA within the timeline outlined in the COCA standards of accreditation.

**1.1.5.** All documents including correspondence from COCA will be maintained confidentially in the Deans Office in a secure file.